



## WORK DESCRIPTION - DESCRIPTION DE TRAVAIL

<b>Position Number - Numéro du poste</b>  30064829	<b>Position Title - Titre du poste</b> Border Services Officer	
<b>Position Classification - Classification du poste</b> FB 03	<b>National Occupation Code - Code national des professions</b>	
<b>Department/Agency - Ministère/organisme</b> Canada Border Services Agency		<b>Effective Date - Date d'entrée en vigueur</b> 2007-02-21
<b>Organizational Component - Composante organisationnelle</b> Operations Branch		
<b>Geographic Location - Lieu géographique</b> NATIONAL	<b>Job/Generic Number - Numéro d'emploi / de générique</b> FBC012	
<b>Supervisor Position Number - Numéro du poste du surveillant</b>  30377790	<b>Supervisor Position Title - Titre du poste du surveillant</b>  Superintendent	
<b>Supervisor Position Classification - Classification du poste du surveillant</b> FB05		
<b>Language Requirements - Exigences linguistiques</b> English Essential		<b>Linguistic Profile - Profil linguistique</b>
<b>Communication Requirements - Exigences en matière de communication</b> Reading, Writing, Oral		
<b>Office Code - Code de bureau</b> 3981-210-00	<b>Security Requirements - Exigences en matière de sécurité</b> Secret	

## **Client Service Results - Résultats axés sur le service à la clientèle**

As Officers with law enforcement responsibilities provides border control for the protection of Canadian society and economy through the facilitation of legitimate cross-border traffic and the prevention of the entry of people and goods that pose a potential risk to Canada.

## **Key Activities - Activités principales**

Conducts inspection, examination and verification of travelers, goods and conveyances to reach release or entry decisions and decides appropriate action when non-compliance is suspected or encountered.

Provides a first response capability with powers to arrest and/or detain individuals suspected of having committed offences under various Acts of Parliament.

Works with and establishes, develops, and maintains collaborative relations, interactions and exchange with client, stakeholder organizations and law enforcement agencies to maintain border integrity and security.

Analyzes data and information to be included in databases for use in client service, risk management and the targeting of people and/or goods. Provides information, through sessions, technical workshops and outreach activities to travelers, importers and exporters to educate them concerning the legislation, regulations, and procedures of the CBSA and other government departments/agencies to encourage voluntary compliance and to respond to enquiries, concerns and service complaints.

### Employee's Statement - Déclaration de l'employé

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Name of Employee - Nom de l'employé

Signature

Date

### Supervisor's Statement - Déclaration du surveillant

This work description accurately describes the work assigned to this position.  
Cette description de travail décrit adéquatement le travail assigné à ce poste.

Name of Supervisor - Nom du surveillant

Kyle Rollins

Signature of Supervisor - Signature du surveillant

Date

### Authorization - Authorisation

Name of Manager - Nom du gestionnaire

Joe McMahon

Manager's Signature - Signature du gestionnaire

Date

## **Skill - Habiletés**

The work requires knowledge of the techniques and practices associated with inspecting and examining people, documents, goods and conveyances to control the international movement of people and goods for the facilitation of legitimate cross-border traffic and prevention of the entry of people and goods that pose a potential risk to Canada. This knowledge is needed to undertake activities such as: assessing risk of people, goods, companies and conveyances based on information obtained through interviews, examination and analysis of documentation, systems reviews or intelligence products; employing use of force and situation diffusion techniques; using specialized tools and equipment to locate and identify counterfeit and altered documents, contraband and regulated commodities and to handle firearms and weapons and make them safe. It may also require knowledge of the principles, methods and techniques associated with detector dog training and handling to detect contraband or regulated commodities.

The work requires knowledge of the legislation enforced by the CBSA such as the Animal Health Act, Customs Act, Immigration and Refugee Protection Act and Plant Protection Act. It also requires knowledge of the Acts and regulations enforced on behalf of other government departments (approximately 75 acts). This knowledge is required to carry out the examination of people, documents, goods and conveyances to ensure compliance with Canadian laws and regulations and to determine when contraventions have occurred or closer inspection is required. Knowledge of the Criminal Code and the Charter of Rights and Freedoms is required to properly apply powers of detention and arrest, the right to counsel and to ensure that individual rights are respected and properly applied.

The work requires knowledge of the organization, mandate, responsibilities, functions and administrative processes of the district work units and how they inter-relate and compliment each other in order to deliver CBSA's Admissibility and Enforcement programs. It requires knowledge of the same aspects of other local and regional units within CBSA such as Intelligence, Investigations and CBSA-Immigration Enforcement in order to be able to make referrals for action, to assist in their activities and to provide input into prosecutions, projects and local initiatives. Knowledge is also required of the mandate of other government departments and Canadian and foreign law enforcement agencies in order to assist in making compliance decisions and to participate in multi-agency special projects at the border, collect intelligence, share information and collaborate on casework for criminal prosecution.

Knowledge of the role, programs and services of various non-government organizations and industry sector representatives is required to properly assist clients, provide or receive guidance, to coordinate activities, or participate in workgroups. Examples include advising special interest groups, addressing legal counsel and providing advice and guidance on various social and assistance programs.

Analyzes information obtained through observation, questioning, investigation, reviewing



databases, inspection of documents, interpretation of technical device images/data or the application of indicators or profiles to determine under the constraints of time whether people have committed an offence under various Acts of Parliament and whether people or goods should be released or referred for examination and to determine the degree of examination. Gathers information from various sources and determines the relevance/importance of the information to be included in databases and client files. This information is used for client services, targeting and enforcement purposes and to provide information to counsel clients and other local and regional units within CBSA. May also be required to interpret the behavioral reaction of a detector dog in order to determine a course of action during examinations. Active listening and observation skills are required to train new staff and colleagues and to question, advise and interrogate individuals. Frequently the decision to take further action with these individuals is based solely on the implicit message conveyed. The work requires public speaking and presentation skills to represent CBSA at outreach activities and to testify in legal proceedings. Writing skills are required to complete briefing notes, technical reports, client files, statements and seizure reports for use before internal adjudications bodies and in judicial proceedings.

### **Effort - Efforts**

There is a requirement to sit or stand for prolonged periods while conducting inspections and examination at ports of entry, at container central examination facilities or in office environments. There is an integral requirement to use physical force and tools, including a baton, to ensure compliance, and the safety of the officer, client and members of the public. Exercising powers of arrest and detention may require application of use of force techniques. As a team member conducting Confined Space Entry examinations on deep sea freighters, de-stuffing containers at a Central Examination Facility or examining commercial cargo, there is a requirement to carry, lift and/or move compressed air tanks, boxes, and other objects weighing more than 10 kilograms. Assignments to these teams can range in duration from one day to many months. There is an integral and continuous daily requirement to view computer screens and to use a keyboard, concentrate on reading body language and watching and listening to peoples' responses. There is an occasional requirement to use instruments including x-ray and gamma ray machines and microscopes and black-light equipment to detect contraband and forged or counterfeit documents.

### **Responsibility - Responsabilités**

Conducts investigative-style interviews to obtain the most honest response or to gain information from uncooperative individuals who may not be complying with the various legislation and regulations. Personal searches are conducted which is a personally invasive procedure with potentially aggressive clients.

Develops and maintains working relationships with law enforcement agencies, public and private stakeholder and client groups to effect the release of goods, entry of persons and to make compliance decisions on travelers and goods.

Information/explanation, in the form of advice, is provided to clients, stakeholders and affiliated organizations so that they are aware of the regulations and to enable them to voluntarily comply and/or provide advice to their clients or members. Contributes to planning, developing and delivery of training, information sessions and workshops.

Coordinates and leads special enforcement activities such as commercial vehicle, vessel, aircraft or train examinations to interdict contraband or intercept undocumented foreign nationals and irregular migrants. This involves developing operational plans, integrating the participation of members of other law enforcement agencies, sharing expertise with team members and evaluating the effectiveness of the activities when they are completed.

Based on observation, questioning and analysis of data, decides whether to release goods into Canada, to admit, allow to leave or refuse entry to individuals and to initiate the arrest or removal of individuals who fail to comply with Canadian laws or who pose a risk to Canada. During enforcement activities applies various levels of sanction including warnings, monetary penalties, seizure of goods, documents and/or conveyances, detention or arrest, imposing conditions on individuals for entry, removal and refusal. Decisions are based on the application of legislation and guidelines. Discretion is often used to render a decision that is balanced and fair and will withstand a legal challenge.

### **Working Conditions - Conditions de travail**

There is a potential for serious injury from assaults by suspect persons or persons being detained or arrested. There is no control over when these situations may be encountered and they may occur at locations remote from the main worksites. There is also the potential for exposure to hazardous goods while examining people, personal effects, shipments and conveyances originating in regions afflicted by contagious disease. Working conditions may include wearing cumbersome/protective clothing, being outside in adverse weather conditions, conducting confined space entry examinations (as defined by the Canada Labour Code) in deep sea vessels, exposure to pornography and hate literature during examinations, exposure to human waste when examining suspected drug swallows, conducting deep sea marine rummage examinations, and the requirement to work alone.

### **Additional Information - L'information additionnelle**

No attachments were found



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<b>Department/Agency - Ministère/organisme</b> Canada Border Services Agency		<b>Effective Date - Date d'entrée en vigueur</b> 2007-02-21
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Signature

Date

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Name of Supervisor - Nom du surveillant

Joe Miuccio

Signature of Supervisor - Signature du surveillant

10 MAR 2021

Date

### Authorization - Autorisation

Name of Manager - Nom du gestionnaire

Joe McMahon

Manager's Signature - Signature du gestionnaire

Date

## **Skill - Habiletés**

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### **Additional Information - L'information additionnelle**

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<b>Position Classification - Classification du poste</b> FB 03	<b>National Occupation Code - Code national des professions</b>	
<b>Department/Agency - Ministère/organisme</b> Canada Border Services Agency		<b>Effective Date - Date d'entrée en vigueur</b> 2007-02-21
<b>Organizational Component - Composante organisationnelle</b> Operations Branch		
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## **Client Service Results - Résultats axés sur le service à la clientèle**

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Signature of Supervisor - Signature du surveillant

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Manager's Signature - Signature du gestionnaire

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Analyzes data and information to be included in databases for use in client service, risk management and the targeting of people and/or goods. Provides information, through sessions, technical workshops and outreach activities to travelers, importers and exporters to educate them concerning the legislation, regulations, and procedures of the CBSA and other government departments/agencies to encourage voluntary compliance and to respond to enquiries, concerns and service complaints.

## **Skill - Habiletés**

The work requires knowledge of the techniques and practices associated with inspecting and examining people, documents, goods and conveyances to control the international movement of people and goods for the facilitation of legitimate cross-border traffic and prevention of the entry of people and goods that pose a potential risk to Canada. This knowledge is needed to undertake activities such as: assessing risk of people, goods, companies and conveyances based on information obtained through interviews, examination and analysis of documentation, systems reviews or intelligence products; employing use of force and situation diffusion techniques; using specialized tools and equipment to locate and identify counterfeit and altered documents, contraband and regulated commodities and to handle firearms and weapons and make them safe. It may also require knowledge of the principles, methods and techniques associated with detector dog training and handling to detect contraband or regulated commodities.

The work requires knowledge of the legislation enforced by the CBSA such as the Animal Health Act, Customs Act, Immigration and Refugee Protection Act and Plant Protection Act. It also requires knowledge of the Acts and regulations enforced on behalf of other government departments (approximately 75 acts). This knowledge is required to carry out the examination of people, documents, goods and conveyances to ensure compliance with Canadian laws and regulations and to determine when contraventions have occurred or closer inspection is required. Knowledge of the Criminal Code and the Charter of Rights and Freedoms is required to properly apply powers of detention and arrest, the right to counsel and to ensure that individual rights are respected and properly applied.

The work requires knowledge of the organization, mandate, responsibilities, functions and administrative processes of the district work units and how they inter-relate and compliment each other in order to deliver CBSA's Admissibility and Enforcement programs. It requires knowledge of the same aspects of other local and regional units within CBSA such as Intelligence, Investigations and CBSA-Immigration Enforcement in order to be able to make referrals for action, to assist in their activities and to provide input into prosecutions, projects and local initiatives. Knowledge is also required of the mandate of other government departments and Canadian and foreign law enforcement agencies in order to assist in making compliance decisions and to participate in multi-agency special projects at the border, collect intelligence, share information and collaborate on casework for criminal prosecution.

Knowledge of the role, programs and services of various non-government organizations and industry sector representatives is required to properly assist clients, provide or receive guidance, to coordinate activities, or participate in workgroups. Examples include advising special interest groups, addressing legal counsel and providing advice and guidance on various social and assistance programs.

Analyzes information obtained through observation, questioning, investigation, reviewing

databases, inspection of documents, interpretation of technical device images/data or the application of indicators or profiles to determine under the constraints of time whether people have committed an offence under various Acts of Parliament and whether people or goods should be released or referred for examination and to determine the degree of examination. Gathers information from various sources and determines the relevance/importance of the information to be included in databases and client files. This information is used for client services, targeting and enforcement purposes and to provide information to counsel clients and other local and regional units within CBSA. May also be required to interpret the behavioral reaction of a detector dog in order to determine a course of action during examinations. Active listening and observation skills are required to train new staff and colleagues and to question, advise and interrogate individuals. Frequently the decision to take further action with these individuals is based solely on the implicit message conveyed. The work requires public speaking and presentation skills to represent CBSA at outreach activities and to testify in legal proceedings. Writing skills are required to complete briefing notes, technical reports, client files, statements and seizure reports for use before internal adjudications bodies and in judicial proceedings.

### **Effort - Efforts**

There is a requirement to sit or stand for prolonged periods while conducting inspections and examination at ports of entry, at container central examination facilities or in office environments. There is an integral requirement to use physical force and tools, including a baton, to ensure compliance, and the safety of the officer, client and members of the public. Exercising powers of arrest and detention may require application of use of force techniques. As a team member conducting Confined Space Entry examinations on deep sea freighters, de-stuffing containers at a Central Examination Facility or examining commercial cargo, there is a requirement to carry, lift and/or move compressed air tanks, boxes, and other objects weighing more than 10 kilograms. Assignments to these teams can range in duration from one day to many months. There is an integral and continuous daily requirement to view computer screens and to use a keyboard, concentrate on reading body language and watching and listening to peoples' responses. There is an occasional requirement to use instruments including x-ray and gamma ray machines and microscopes and black-light equipment to detect contraband and forged or counterfeit documents.

### **Responsibility - Responsabilités**

Conducts investigative-style interviews to obtain the most honest response or to gain information from uncooperative individuals who may not be complying with the various legislation and regulations. Personal searches are conducted which is a personally invasive procedure with potentially aggressive clients.

Develops and maintains working relationships with law enforcement agencies, public and private stakeholder and client groups to effect the release of goods, entry of persons and to make compliance decisions on travelers and goods.

Information/explanation, in the form of advice, is provided to clients, stakeholders and affiliated organizations so that they are aware of the regulations and to enable them to voluntarily comply and/or provide advice to their clients or members. Contributes to planning, developing and delivery of training, information sessions and workshops.

Coordinates and leads special enforcement activities such as commercial vehicle, vessel, aircraft or train examinations to interdict contraband or intercept undocumented foreign nationals and irregular migrants. This involves developing operational plans, integrating the participation of members of other law enforcement agencies, sharing expertise with team members and evaluating the effectiveness of the activities when they are completed.

Based on observation, questioning and analysis of data, decides whether to release goods into Canada, to admit, allow to leave or refuse entry to individuals and to initiate the arrest or removal of individuals who fail to comply with Canadian laws or who pose a risk to Canada. During enforcement activities applies various levels of sanction including warnings, monetary penalties, seizure of goods, documents and/or conveyances, detention or arrest, imposing conditions on individuals for entry, removal and refusal. Decisions are based on the application of legislation and guidelines. Discretion is often used to render a decision that is balanced and fair and will withstand a legal challenge.

### **Working Conditions - Conditions de travail**

There is a potential for serious injury from assaults by suspect persons or persons being detained or arrested. There is no control over when these situations may be encountered and they may occur at locations remote from the main worksites. There is also the potential for exposure to hazardous goods while examining people, personal effects, shipments and conveyances originating in regions afflicted by contagious disease. Working conditions may include wearing cumbersome/protective clothing, being outside in adverse weather conditions, conducting confined space entry examinations (as defined by the Canada Labour Code) in deep sea vessels, exposure to pornography and hate literature during examinations, exposure to human waste when examining suspected drug swallows, conducting deep sea marine rummage examinations, and the requirement to work alone.

### **Additional Information - L'information additionnelle**

No attachments were found



## WORK DESCRIPTION - DESCRIPTION DE TRAVAIL

<b>Position Number - Numéro du poste</b>  30309955	<b>Position Title - Titre du poste</b> Border Services Officer	
<b>Position Classification - Classification du poste</b> FB 03	<b>National Occupation Code - Code national des professions</b>	
<b>Department/Agency - Ministère/organisme</b> Canada Border Services Agency		<b>Effective Date - Date d'entrée en vigueur</b> 2007-02-21
<b>Organizational Component - Composante organisationnelle</b> Operations Branch		
<b>Geographic Location - Lieu géographique</b> NATIONAL	<b>Job/Generic Number - Numéro d'emploi / de générique</b> FBC012	
<b>Supervisor Position Number - Numéro du poste du surveillant</b>  30377788	<b>Supervisor Position Title - Titre du poste du surveillant</b>  Superintendent	
<b>Supervisor Position Classification - Classification du poste du surveillant</b> FB05		
<b>Language Requirements - Exigences linguistiques</b> Bilingual		<b>Linguistic Profile - Profil linguistique</b>
<b>Communication Requirements - Exigences en matière de communication</b> Reading, Writing, Oral		
<b>Office Code - Code de bureau</b> 3981-210-00	<b>Security Requirements - Exigences en matière de sécurité</b> Secret	

## **Client Service Results - Résultats axés sur le service à la clientèle**

As Officers with law enforcement responsibilities provides border control for the protection of Canadian society and economy through the facilitation of legitimate cross-border traffic and the prevention of the entry of people and goods that pose a potential risk to Canada.

## **Key Activities - Activités principales**

Conducts inspection, examination and verification of travelers, goods and conveyances to reach release or entry decisions and decides appropriate action when non-compliance is suspected or encountered.

Provides a first response capability with powers to arrest and/or detain individuals suspected of having committed offences under various Acts of Parliament.

Works with and establishes, develops, and maintains collaborative relations, interactions and exchange with client, stakeholder organizations and law enforcement agencies to maintain border integrity and security.

Analyzes data and information to be included in databases for use in client service, risk management and the targeting of people and/or goods. Provides information, through sessions, technical workshops and outreach activities to travelers, importers and exporters to educate them concerning the legislation, regulations, and procedures of the CBSA and other government departments/agencies to encourage voluntary compliance and to respond to enquiries, concerns and service complaints.

### Employee's Statement - Déclaration de l'employé

I have been given the opportunity to read and comment on the content of this work description.  
J'ai eu l'occasion de lire et commenter le contenu de cette description de travail.

Name of Employee - Nom de l'employé

Signature

Date

### Supervisor's Statement - Déclaration du surveillant

This work description accurately describes the work assigned to this position.  
Cette description de travail décrit adéquatement le travail assigné à ce poste.

Name of Supervisor - Nom du surveillant

Joe Miuccio

Signature of Supervisor - Signature du surveillant

10 MAR 2021

Date

### Authorization - Autorisation

Name of Manager - Nom du gestionnaire

Joe McMahon

Manager's Signature - Signature du gestionnaire

Date

## **Skill - Habiletés**

The work requires knowledge of the techniques and practices associated with inspecting and examining people, documents, goods and conveyances to control the international movement of people and goods for the facilitation of legitimate cross-border traffic and prevention of the entry of people and goods that pose a potential risk to Canada. This knowledge is needed to undertake activities such as: assessing risk of people, goods, companies and conveyances based on information obtained through interviews, examination and analysis of documentation, systems reviews or intelligence products; employing use of force and situation diffusion techniques; using specialized tools and equipment to locate and identify counterfeit and altered documents, contraband and regulated commodities and to handle firearms and weapons and make them safe. It may also require knowledge of the principles, methods and techniques associated with detector dog training and handling to detect contraband or regulated commodities.

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Analyzes information obtained through observation, questioning, investigation, reviewing



databases, inspection of documents, interpretation of technical device images/data or the application of indicators or profiles to determine under the constraints of time whether people have committed an offence under various Acts of Parliament and whether people or goods should be released or referred for examination and to determine the degree of examination. Gathers information from various sources and determines the relevance/importance of the information to be included in databases and client files. This information is used for client services, targeting and enforcement purposes and to provide information to counsel clients and other local and regional units within CBSA. May also be required to interpret the behavioral reaction of a detector dog in order to determine a course of action during examinations. Active listening and observation skills are required to train new staff and colleagues and to question, advise and interrogate individuals. Frequently the decision to take further action with these individuals is based solely on the implicit message conveyed. The work requires public speaking and presentation skills to represent CBSA at outreach activities and to testify in legal proceedings. Writing skills are required to complete briefing notes, technical reports, client files, statements and seizure reports for use before internal adjudications bodies and in judicial proceedings.

### **Effort - Efforts**

There is a requirement to sit or stand for prolonged periods while conducting inspections and examination at ports of entry, at container central examination facilities or in office environments. There is an integral requirement to use physical force and tools, including a baton, to ensure compliance, and the safety of the officer, client and members of the public. Exercising powers of arrest and detention may require application of use of force techniques. As a team member conducting Confined Space Entry examinations on deep sea freighters, de-stuffing containers at a Central Examination Facility or examining commercial cargo, there is a requirement to carry, lift and/or move compressed air tanks, boxes, and other objects weighing more than 10 kilograms. Assignments to these teams can range in duration from one day to many months. There is an integral and continuous daily requirement to view computer screens and to use a keyboard, concentrate on reading body language and watching and listening to peoples' responses. There is an occasional requirement to use instruments including x-ray and gamma ray machines and microscopes and black-light equipment to detect contraband and forged or counterfeit documents.

### **Responsibility - Responsabilités**

Conducts investigative-style interviews to obtain the most honest response or to gain information from uncooperative individuals who may not be complying with the various legislation and regulations. Personal searches are conducted which is a personally invasive procedure with potentially aggressive clients.

Develops and maintains working relationships with law enforcement agencies, public and private stakeholder and client groups to effect the release of goods, entry of persons and to make compliance decisions on travelers and goods.

Border Services Officer

Page 5 of 6

Date Created: 2007-01-30

Last Modified: 2007-01-30

Information/explanation, in the form of advice, is provided to clients, stakeholders and affiliated organizations so that they are aware of the regulations and to enable them to voluntarily comply and/or provide advice to their clients or members. Contributes to planning, developing and delivery of training, information sessions and workshops.

Coordinates and leads special enforcement activities such as commercial vehicle, vessel, aircraft or train examinations to interdict contraband or intercept undocumented foreign nationals and irregular migrants. This involves developing operational plans, integrating the participation of members of other law enforcement agencies, sharing expertise with team members and evaluating the effectiveness of the activities when they are completed.

Based on observation, questioning and analysis of data, decides whether to release goods into Canada, to admit, allow to leave or refuse entry to individuals and to initiate the arrest or removal of individuals who fail to comply with Canadian laws or who pose a risk to Canada. During enforcement activities applies various levels of sanction including warnings, monetary penalties, seizure of goods, documents and/or conveyances, detention or arrest, imposing conditions on individuals for entry, removal and refusal. Decisions are based on the application of legislation and guidelines. Discretion is often used to render a decision that is balanced and fair and will withstand a legal challenge.

### **Working Conditions - Conditions de travail**

There is a potential for serious injury from assaults by suspect persons or persons being detained or arrested. There is no control over when these situations may be encountered and they may occur at locations remote from the main worksites. There is also the potential for exposure to hazardous goods while examining people, personal effects, shipments and conveyances originating in regions afflicted by contagious disease. Working conditions may include wearing cumbersome/protective clothing, being outside in adverse weather conditions, conducting confined space entry examinations (as defined by the Canada Labour Code) in deep sea vessels, exposure to pornography and hate literature during examinations, exposure to human waste when examining suspected drug swallows, conducting deep sea marine rummage examinations, and the requirement to work alone.

### **Additional Information - L'information additionnelle**

No attachments were found



## WORK DESCRIPTION - DESCRIPTION DE TRAVAIL

<b>Position Number - Numéro du poste</b>  30330765	<b>Position Title - Titre du poste</b> Border Services Officer	
<b>Position Classification - Classification du poste</b> FB 03	<b>National Occupation Code - Code national des professions</b>	
<b>Department/Agency - Ministère/organisme</b> Canada Border Services Agency		<b>Effective Date - Date d'entrée en vigueur</b> 2007-02-21
<b>Organizational Component - Composante organisationnelle</b> Operations Branch		
<b>Geographic Location - Lieu géographique</b> NATIONAL	<b>Job/Generic Number - Numéro d'emploi / de générique</b> FBC012	
<b>Supervisor Position Number - Numéro du poste du surveillant</b>  30377790	<b>Supervisor Position Title - Titre du poste du surveillant</b>  Superintendent	
<b>Supervisor Position Classification - Classification du poste du surveillant</b> FB05		
<b>Language Requirements - Exigences linguistiques</b> English Essential		<b>Linguistic Profile - Profil linguistique</b>
<b>Communication Requirements - Exigences en matière de communication</b> Reading, Writing, Oral		
<b>Office Code - Code de bureau</b> 3981-210-00	<b>Security Requirements - Exigences en matière de sécurité</b> Secret	

## **Client Service Results - Résultats axés sur le service à la clientèle**

As Officers with law enforcement responsibilities provides border control for the protection of Canadian society and economy through the facilitation of legitimate cross-border traffic and the prevention of the entry of people and goods that pose a potential risk to Canada.

## **Key Activities - Activités principales**

Conducts inspection, examination and verification of travelers, goods and conveyances to reach release or entry decisions and decides appropriate action when non-compliance is suspected or encountered.

Provides a first response capability with powers to arrest and/or detain individuals suspected of having committed offences under various Acts of Parliament.

Works with and establishes, develops, and maintains collaborative relations, interactions and exchange with client, stakeholder organizations and law enforcement agencies to maintain border integrity and security.

Analyzes data and information to be included in databases for use in client service, risk management and the targeting of people and/or goods. Provides information, through sessions, technical workshops and outreach activities to travelers, importers and exporters to educate them concerning the legislation, regulations, and procedures of the CBSA and other government departments/agencies to encourage voluntary compliance and to respond to enquiries, concerns and service complaints.

### Employee's Statement - Déclaration de l'employé

I have been given the opportunity to read and comment on the content of this work description.  
J'ai eu l'occasion de lire et commenter le contenu de cette description de travail.

Name of Employee - Nom de l'employé

Signature

Date

### Supervisor's Statement - Déclaration du surveillant

This work description accurately describes the work assigned to this position.  
Cette description de travail décrit adéquatement le travail assigné à ce poste.

Name of Supervisor - Nom du surveillant

Kyle Rollins

Signature of Supervisor - Signature du surveillant

Date

### Authorization - Autorisation

Name of Manager - Nom du gestionnaire

Joe McMahon

Manager's Signature - Signature du gestionnaire

Date

## **Skill - Habiletés**

The work requires knowledge of the techniques and practices associated with inspecting and examining people, documents, goods and conveyances to control the international movement of people and goods for the facilitation of legitimate cross-border traffic and prevention of the entry of people and goods that pose a potential risk to Canada. This knowledge is needed to undertake activities such as: assessing risk of people, goods, companies and conveyances based on information obtained through interviews, examination and analysis of documentation, systems reviews or intelligence products; employing use of force and situation diffusion techniques; using specialized tools and equipment to locate and identify counterfeit and altered documents, contraband and regulated commodities and to handle firearms and weapons and make them safe. It may also require knowledge of the principles, methods and techniques associated with detector dog training and handling to detect contraband or regulated commodities.

The work requires knowledge of the legislation enforced by the CBSA such as the Animal Health Act, Customs Act, Immigration and Refugee Protection Act and Plant Protection Act. It also requires knowledge of the Acts and regulations enforced on behalf of other government departments (approximately 75 acts). This knowledge is required to carry out the examination of people, documents, goods and conveyances to ensure compliance with Canadian laws and regulations and to determine when contraventions have occurred or closer inspection is required. Knowledge of the Criminal Code and the Charter of Rights and Freedoms is required to properly apply powers of detention and arrest, the right to counsel and to ensure that individual rights are respected and properly applied.

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Analyzes information obtained through observation, questioning, investigation, reviewing

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### **Effort - Efforts**

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### **Responsibility - Responsabilités**

Conducts investigative-style interviews to obtain the most honest response or to gain information from uncooperative individuals who may not be complying with the various legislation and regulations. Personal searches are conducted which is a personally invasive procedure with potentially aggressive clients.

Develops and maintains working relationships with law enforcement agencies, public and private stakeholder and client groups to effect the release of goods, entry of persons and to make compliance decisions on travelers and goods.

Information/explanation, in the form of advice, is provided to clients, stakeholders and affiliated organizations so that they are aware of the regulations and to enable them to voluntarily comply and/or provide advice to their clients or members. Contributes to planning, developing and delivery of training, information sessions and workshops.

Coordinates and leads special enforcement activities such as commercial vehicle, vessel, aircraft or train examinations to interdict contraband or intercept undocumented foreign nationals and irregular migrants. This involves developing operational plans, integrating the participation of members of other law enforcement agencies, sharing expertise with team members and evaluating the effectiveness of the activities when they are completed.

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### **Additional Information - L'information additionnelle**

No attachments were found





Government of Canada  
Gouvernement du Canada

## WORK DESCRIPTION - DESCRIPTION DE TRAVAIL

<b>Position Number - Numéro du poste</b>  30356326	<b>Position Title - Titre du poste</b> Border Services Officer	
<b>Position Classification - Classification du poste</b> FB 03	<b>National Occupation Code - Code national des professions</b>	
<b>Department/Agency - Ministère/organisme</b> Canada Border Services Agency		<b>Effective Date - Date d'entrée en vigueur</b> 2007-02-21
<b>Organizational Component - Composante organisationnelle</b> Operations Branch		
<b>Geographic Location - Lieu géographique</b> NATIONAL	<b>Job/Generic Number - Numéro d'emploi / de générique</b> FBC012	
<b>Supervisor Position Number - Numéro du poste du surveillant</b>  30377790	<b>Supervisor Position Title - Titre du poste du surveillant</b>  Superintendent	
<b>Supervisor Position Classification - Classification du poste du surveillant</b> FB05		
<b>Language Requirements - Exigences linguistiques</b> English Essential		<b>Linguistic Profile - Profil linguistique</b>
<b>Communication Requirements - Exigences en matière de communication</b> Reading, Writing, Oral		
<b>Office Code - Code de bureau</b> 3981-210-00	<b>Security Requirements - Exigences en matière de sécurité</b> Secret	

## **Client Service Results - Résultats axés sur le service à la clientèle**

As Officers with law enforcement responsibilities provides border control for the protection of Canadian society and economy through the facilitation of legitimate cross-border traffic and the prevention of the entry of people and goods that pose a potential risk to Canada.

## **Key Activities - Activités principales**

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Name of Employee - Nom de l'employé

Signature

Date

### Supervisor's Statement - Déclaration du surveillant

This work description accurately describes the work assigned to this position.  
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Name of Supervisor - Nom du surveillant

Kyle Rollins

Signature of Supervisor - Signature du surveillant

Date

2021-03-08

### Authorization - Autorisation

Name of Manager - Nom du gestionnaire

Joe McMahon

Manager's Signature - Signature du gestionnaire

Date

## **Skill - Habiletés**

The work requires knowledge of the techniques and practices associated with inspecting and examining people, documents, goods and conveyances to control the international movement of people and goods for the facilitation of legitimate cross-border traffic and prevention of the entry of people and goods that pose a potential risk to Canada. This knowledge is needed to undertake activities such as: assessing risk of people, goods, companies and conveyances based on information obtained through interviews, examination and analysis of documentation, systems reviews or intelligence products; employing use of force and situation diffusion techniques; using specialized tools and equipment to locate and identify counterfeit and altered documents, contraband and regulated commodities and to handle firearms and weapons and make them safe. It may also require knowledge of the principles, methods and techniques associated with detector dog training and handling to detect contraband or regulated commodities.

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Knowledge of the role, programs and services of various non-government organizations and industry sector representatives is required to properly assist clients, provide or receive guidance, to coordinate activities, or participate in workgroups. Examples include advising special interest groups, addressing legal counsel and providing advice and guidance on various social and assistance programs.

Analyzes information obtained through observation, questioning, investigation, reviewing

databases, inspection of documents, interpretation of technical device images/data or the application of indicators or profiles to determine under the constraints of time whether people have committed an offence under various Acts of Parliament and whether people or goods should be released or referred for examination and to determine the degree of examination. Gathers information from various sources and determines the relevance/importance of the information to be included in databases and client files. This information is used for client services, targeting and enforcement purposes and to provide information to counsel clients and other local and regional units within CBSA. May also be required to interpret the behavioral reaction of a detector dog in order to determine a course of action during examinations. Active listening and observation skills are required to train new staff and colleagues and to question, advise and interrogate individuals. Frequently the decision to take further action with these individuals is based solely on the implicit message conveyed. The work requires public speaking and presentation skills to represent CBSA at outreach activities and to testify in legal proceedings. Writing skills are required to complete briefing notes, technical reports, client files, statements and seizure reports for use before internal adjudications bodies and in judicial proceedings.

### **Effort - Efforts**

There is a requirement to sit or stand for prolonged periods while conducting inspections and examination at ports of entry, at container central examination facilities or in office environments. There is an integral requirement to use physical force and tools, including a baton, to ensure compliance, and the safety of the officer, client and members of the public. Exercising powers of arrest and detention may require application of use of force techniques. As a team member conducting Confined Space Entry examinations on deep sea freighters, de-stuffing containers at a Central Examination Facility or examining commercial cargo, there is a requirement to carry, lift and/or move compressed air tanks, boxes, and other objects weighing more than 10 kilograms. Assignments to these teams can range in duration from one day to many months. There is an integral and continuous daily requirement to view computer screens and to use a keyboard, concentrate on reading body language and watching and listening to peoples' responses. There is an occasional requirement to use instruments including x-ray and gamma ray machines and microscopes and black-light equipment to detect contraband and forged or counterfeit documents.

### **Responsibility - Responsabilités**

Conducts investigative-style interviews to obtain the most honest response or to gain information from uncooperative individuals who may not be complying with the various legislation and regulations. Personal searches are conducted which is a personally invasive procedure with potentially aggressive clients.

Develops and maintains working relationships with law enforcement agencies, public and private stakeholder and client groups to effect the release of goods, entry of persons and to make compliance decisions on travelers and goods.

Border Services Officer

Page 5 of 6

Date Created: 2007-01-30

Last Modified: 2007-01-30

Information/explanation, in the form of advice, is provided to clients, stakeholders and affiliated organizations so that they are aware of the regulations and to enable them to voluntarily comply and/or provide advice to their clients or members. Contributes to planning, developing and delivery of training, information sessions and workshops.

Coordinates and leads special enforcement activities such as commercial vehicle, vessel, aircraft or train examinations to interdict contraband or intercept undocumented foreign nationals and irregular migrants. This involves developing operational plans, integrating the participation of members of other law enforcement agencies, sharing expertise with team members and evaluating the effectiveness of the activities when they are completed.

Based on observation, questioning and analysis of data, decides whether to release goods into Canada, to admit, allow to leave or refuse entry to individuals and to initiate the arrest or removal of individuals who fail to comply with Canadian laws or who pose a risk to Canada. During enforcement activities applies various levels of sanction including warnings, monetary penalties, seizure of goods, documents and/or conveyances, detention or arrest, imposing conditions on individuals for entry, removal and refusal. Decisions are based on the application of legislation and guidelines. Discretion is often used to render a decision that is balanced and fair and will withstand a legal challenge.

### **Working Conditions - Conditions de travail**

There is a potential for serious injury from assaults by suspect persons or persons being detained or arrested. There is no control over when these situations may be encountered and they may occur at locations remote from the main worksites. There is also the potential for exposure to hazardous goods while examining people, personal effects, shipments and conveyances originating in regions afflicted by contagious disease. Working conditions may include wearing cumbersome/protective clothing, being outside in adverse weather conditions, conducting confined space entry examinations (as defined by the Canada Labour Code) in deep sea vessels, exposure to pornography and hate literature during examinations, exposure to human waste when examining suspected drug swallows, conducting deep sea marine rummage examinations, and the requirement to work alone.

### **Additional Information - L'information additionnelle**

No attachments were found



Government of Canada  
Gouvernement du Canada

## WORK DESCRIPTION - DESCRIPTION DE TRAVAIL

<b>Position Number - Numéro du poste</b>  30064938	<b>Position Title - Titre du poste</b> Border Services Officer	
<b>Position Classification - Classification du poste</b> FB 03	<b>National Occupation Code - Code national des professions</b>	
<b>Department/Agency - Ministère/organisme</b> Canada Border Services Agency		<b>Effective Date - Date d'entrée en vigueur</b> 2007-02-21
<b>Organizational Component - Composante organisationnelle</b> Operations Branch		
<b>Geographic Location - Lieu géographique</b> NATIONAL	<b>Job/Generic Number - Numéro d'emploi / de générique</b> FBC012	
<b>Supervisor Position Number - Numéro du poste du surveillant</b>  30377788	<b>Supervisor Position Title - Titre du poste du surveillant</b>  Superintendent	
<b>Supervisor Position Classification - Classification du poste du surveillant</b> FB05		
<b>Language Requirements - Exigences linguistiques</b> English Essential		<b>Linguistic Profile - Profil linguistique</b>
<b>Communication Requirements - Exigences en matière de communication</b> Reading, Writing, Oral		
<b>Office Code - Code de bureau</b> 3981-210-00	<b>Security Requirements - Exigences en matière de sécurité</b> Secret	

## **Client Service Results - Résultats axés sur le service à la clientèle**

As Officers with law enforcement responsibilities provides border control for the protection of Canadian society and economy through the facilitation of legitimate cross-border traffic and the prevention of the entry of people and goods that pose a potential risk to Canada.

## **Key Activities - Activités principales**

Conducts inspection, examination and verification of travelers, goods and conveyances to reach release or entry decisions and decides appropriate action when non-compliance is suspected or encountered.

Provides a first response capability with powers to arrest and/or detain individuals suspected of having committed offences under various Acts of Parliament.

Works with and establishes, develops, and maintains collaborative relations, interactions and exchange with client, stakeholder organizations and law enforcement agencies to maintain border integrity and security.

Analyzes data and information to be included in databases for use in client service, risk management and the targeting of people and/or goods. Provides information, through sessions, technical workshops and outreach activities to travelers, importers and exporters to educate them concerning the legislation, regulations, and procedures of the CBSA and other government departments/agencies to encourage voluntary compliance and to respond to enquiries, concerns and service complaints.



### Employee's Statement - Déclaration de l'employé

I have been given the opportunity to read and comment on the content of this work description.  
J'ai eu l'occasion de lire et commenter le contenu de cette description de travail.

Name of Employee - Nom de l'employé

Signature

Date

### Supervisor's Statement - Déclaration du surveillant

This work description accurately describes the work assigned to this position.  
Cette description de travail décrit adéquatement le travail assigné à ce poste.

Name of Supervisor - Nom du surveillant

Joe Miuccio

Signature of Supervisor - Signature du surveillant

10 MAR 2021

Date

### Authorization - Autorisation

Name of Manager - Nom du gestionnaire

Joe McMahon

Manager's Signature - Signature du gestionnaire

Date

## **Skill - Habiletés**

The work requires knowledge of the techniques and practices associated with inspecting and examining people, documents, goods and conveyances to control the international movement of people and goods for the facilitation of legitimate cross-border traffic and prevention of the entry of people and goods that pose a potential risk to Canada. This knowledge is needed to undertake activities such as: assessing risk of people, goods, companies and conveyances based on information obtained through interviews, examination and analysis of documentation, systems reviews or intelligence products; employing use of force and situation diffusion techniques; using specialized tools and equipment to locate and identify counterfeit and altered documents, contraband and regulated commodities and to handle firearms and weapons and make them safe. It may also require knowledge of the principles, methods and techniques associated with detector dog training and handling to detect contraband or regulated commodities.

The work requires knowledge of the legislation enforced by the CBSA such as the Animal Health Act, Customs Act, Immigration and Refugee Protection Act and Plant Protection Act. It also requires knowledge of the Acts and regulations enforced on behalf of other government departments (approximately 75 acts). This knowledge is required to carry out the examination of people, documents, goods and conveyances to ensure compliance with Canadian laws and regulations and to determine when contraventions have occurred or closer inspection is required. Knowledge of the Criminal Code and the Charter of Rights and Freedoms is required to properly apply powers of detention and arrest, the right to counsel and to ensure that individual rights are respected and properly applied.

The work requires knowledge of the organization, mandate, responsibilities, functions and administrative processes of the district work units and how they inter-relate and compliment each other in order to deliver CBSA's Admissibility and Enforcement programs. It requires knowledge of the same aspects of other local and regional units within CBSA such as Intelligence, Investigations and CBSA-Immigration Enforcement in order to be able to make referrals for action, to assist in their activities and to provide input into prosecutions, projects and local initiatives. Knowledge is also required of the mandate of other government departments and Canadian and foreign law enforcement agencies in order to assist in making compliance decisions and to participate in multi-agency special projects at the border, collect intelligence, share information and collaborate on casework for criminal prosecution.

Knowledge of the role, programs and services of various non-government organizations and industry sector representatives is required to properly assist clients, provide or receive guidance, to coordinate activities, or participate in workgroups. Examples include advising special interest groups, addressing legal counsel and providing advice and guidance on various social and assistance programs.

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### **Additional Information - L'information additionnelle**

No attachments were found

**From:** Leveille, Kristen  
**Sent:** March 15, 2021 04:15 PM  
**To:** CBSA-ASFC Classification Requests  
**Cc:** Nabico, Tania; Seally, Margaret; Bouffard, Kristi  
**Subject:** Change in Reporting Relationships

---

Classifications Team,

Three new Superintendent positions were created at Ambassador Bridge, and we have filled them substantively. The attached request is to move 5 subordinates under each of them. Once the move is complete, please let me know so that we can proceed with proposing the positions for exclusion. You should find all of the required documentation in the following folder:

Change in reporting relationships - BSOs at WBO

Thank you,

*Kristen Leveille*

Senior Human Resources Assistant  
National Staffing Operations, Southern Ontario Region  
Canada Border Services Agency | Government of Canada  
[Kristen.Leveille@cbsa-asfc.gc.ca](mailto:Kristen.Leveille@cbsa-asfc.gc.ca) /

Assistant Ressources Humaines  
Opérations de dotation nationale, Région du Sud de l'Ontario  
Agence des services frontaliers du Canada | Gouvernement du Canada  
[Kristen.Leveille@cbsa-asfc.gc.ca](mailto:Kristen.Leveille@cbsa-asfc.gc.ca) /

**From:** [CBSA-ASFC Classification Requests](#)  
**Sent:** March 17, 2021 09:49 AM  
**To:** [Leveille, Kristen](#)  
**Cc:** [Nabico, Tania](#); [Seally, Margaret](#); [Bouffard, Kristi](#)  
**Subject:** RE: Change in Reporting Relationships

---

Hello,

Thank you for submitting your request. Your reference number is **2021-0167**.

Should you have any questions or concerns related to this request, please ensure your reference number is included in the subject line of your email.

*In an effort to minimize the spread of COVID-19, the National Organization and Classification Division is doing its part by working from home. That being said, some of our advisors are only available on a reduced schedule. Given we are operating with limited capacity in this unprecedented time, this will impact our ability to review and action classification requests until further notice. In order to limit network use, emails are monitored periodically and requests will be treated in order of priority.*

Please note that we are currently experiencing a significantly higher than usual volume of classification requests. An advisor will be in touch as soon as possible.

To avoid delays in HR processes, clients are encouraged to proactively plan their needs for classification and submit their requests as early as possible with all required documents and information.

For more information:

[HRB - Organization & Classification](#)

[NOCD Contact List](#)

[Service Standards](#)

[Classification Processes](#)

Don't forget to tell us how we did! [Classification-Feedback](#)

Thank you,  
National Organization and Classification Division

\*\*\*

Bonjour,

Merci d'avoir soumis votre demande. Votre numéro de référence est **2021-0167**.

Si vous avez des questions ou des préoccupations au sujet de cette demande, veuillez vous assurer que votre numéro de référence est inclus dans la ligne d'objet de votre courriel.

*Afin de minimiser la propagation de COVID-19, la Division de l'organisation et de la classification nationale fait sa part en travaillant de la maison. Ceci dit, certains de nos conseillers sont seulement disponibles selon un horaire réduit. Puisque nous fonctionnons avec une capacité réduite en cette période sans précédent, cela aura une incidence sur notre capacité à réviser et traiter les demandes de classification jusqu'à nouvel ordre. Afin de limiter l'usage du réseau, les courriels sont lus périodiquement, et les demandes seront traitées par ordre de priorité.*

Veuillez noter que nous recevons présentement un nombre de demandes de classification considérablement plus élevé que d'habitude. Un(e) conseiller(ère) communiquera avec vous dès que possible.

Pour éviter les retards dans les processus RH, les clients sont encouragés à planifier de manière proactive leurs besoins en matière de classification et à soumettre leurs demandes le plus tôt possible avec toute la documentation et les informations nécessaires.

Pour de plus amples renseignements:

[DGRH - Organisation et classification](#)

[Liste des contacts dans la DNO](#)

[Normes de service](#)

[Processus de la classification](#)

Avons-nous satisfait vos attentes? [Rétroaction-de-classification](#)

Merci,

Division de l'organisation et de la classification nationale

---

**From:** Leveille, Kristen

**Sent:** March 15, 2021 4:15 PM

**To:** CBSA-ASFC\_Classification\_Requests

**Cc:** Nabico, Tania ; Seally, Margaret ; Bouffard, Kristi

**Subject:** Change in Reporting Relationships

Classifications Team,

Three new Superintendent positions were created at Ambassador Bridge, and we have filled them substantively. The attached request is to move 5 subordinates under each of them. Once the move is complete, please let me know so that we can proceed with proposing the positions for exclusion. You should find all of the required documentation in the following folder:

Change in reporting relationships - BSOs at WBO

Thank you,

*Kristen Leveille*

Senior Human Resources Assistant

National Staffing Operations, Southern Ontario Region

Canada Border Services Agency | Government of Canada

[Kristen.Leveille@cbsa-asfc.gc.ca](mailto:Kristen.Leveille@cbsa-asfc.gc.ca) /

Assistant Ressources Humaines

Opérations de dotation nationale, Région du Sud de l'Ontario

Agence des services frontaliers du Canada | Gouvernement du Canada

[Kristen.Leveille@cbsa-asfc.gc.ca](mailto:Kristen.Leveille@cbsa-asfc.gc.ca) /

**From:** [Prosia, Jessica](#)  
**Sent:** June 16, 2021 10:41 AM  
**To:** [McMahon, Joe](#); [Leveille, Kristen](#)  
**Cc:** [Minovski, Lence](#)  
**Subject:** RE: Classifications - Change in Reporting Relationships

---

Good Morning,

All three position numbers have been submitted to Corporate Exclusions.

I have not received any further information nor have they been sent back for any additional information or corrections.

I will follow up to see where they are in the process.

Thank you,

Jessica

**From:** McMahon, Joe <[Joe.McMahon@cbsa-asfc.gc.ca](mailto:Joe.McMahon@cbsa-asfc.gc.ca)>  
**Sent:** June 16, 2021 10:36 AM  
**To:** Leveille, Kristen <[Kristen.Leveille@cbsa-asfc.gc.ca](mailto:Kristen.Leveille@cbsa-asfc.gc.ca)>; Prosia, Jessica <[Jessica.Prosia@cbsa-asfc.gc.ca](mailto:Jessica.Prosia@cbsa-asfc.gc.ca)>  
**Cc:** Minovski, Lence <[Lence.Minovski@cbsa-asfc.gc.ca](mailto:Lence.Minovski@cbsa-asfc.gc.ca)>  
**Subject:** RE: Classifications - Change in Reporting Relationships

Status update for the three exclusions ... please and thanks

**From:** McMahon, Joe  
**Sent:** March 9, 2021 8:58 AM  
**To:** Leveille, Kristen <[Kristen.Leveille@cbsa-asfc.gc.ca](mailto:Kristen.Leveille@cbsa-asfc.gc.ca)>  
**Cc:** Minovski, Lence <[Lence.Minovski@cbsa-asfc.gc.ca](mailto:Lence.Minovski@cbsa-asfc.gc.ca)>  
**Subject:** RE: Classifications - Change in Reporting Relationships

Please accept this email message as my approval to amend the Ambassador Bridge District Org Charts in order to propose three FB5 Superintendent positions for exclusion. The change is required as these positions have subordinate unionized employees that they supervise.

Thank you

Joe McMahon  
Director – Ambassador Bridge | Operations Branch  
Canada Border Services Agency | Government of Canada  
[joe.mcmahon@cbsa-asfc.gc.ca](mailto:joe.mcmahon@cbsa-asfc.gc.ca) | Tel.: 519-257-6491 | TTY: 866-335-3237

Directeur – pont Ambassador | Direction générale des opérations  
Agence des services frontaliers du Canada | Gouvernement du Canada  
[joe.mcmahon@cbsa-asfc.gc.ca](mailto:joe.mcmahon@cbsa-asfc.gc.ca) | Tél.: 519-257-6491 | ATS: 866-335-3237



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**From:** Leveille, Kristen <[Kristen.Leveille@cbsa-asfc.gc.ca](mailto:Kristen.Leveille@cbsa-asfc.gc.ca)>  
**Sent:** March 8, 2021 2:51 PM  
**To:** McMahon, Joe <[Joe.McMahon@cbsa-asfc.gc.ca](mailto:Joe.McMahon@cbsa-asfc.gc.ca)>  
**Cc:** Minovski, Lence <[Lence.Minovski@cbsa-asfc.gc.ca](mailto:Lence.Minovski@cbsa-asfc.gc.ca)>  
**Subject:** Classifications - Change in Reporting Relationships  
**Importance:** High

Thank you Lence for the updated chart. I have created proposed org charts attached. We will need wet signatures and the following is what I have received from Classifications that they will require for this request.

In order to submit a request for a change in reporting relationship (your subordinates under the new superintendents), we will require the following documents:

- Email approval from the delegated authority
- The work description of the position with completed tombstone data (first page), signed by the new supervisor (page 3)
- A signed end state org chart, indicating where the position will report and any applicable subordinates
- Justification for the change

Please note anyone approving or signing off on Classification requests must of completed their P930 Introduction to Classification course.

Once, I have the entire package, I will forward to Classifications for their review and approval.

Thank you,

*Kristen Leveille*

Senior Human Resources Assistant  
National Staffing Operations, Southern Ontario Region  
Canada Border Services Agency | Government of Canada  
[Kristen.Leveille@cbsa-asfc.gc.ca](mailto:Kristen.Leveille@cbsa-asfc.gc.ca) /

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Agence des services frontaliers du Canada | Gouvernement du Canada  
[Kristen.Leveille@cbsa-asfc.gc.ca](mailto:Kristen.Leveille@cbsa-asfc.gc.ca) /

## Boucher, Melodie

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**From:** Leveille, Kristen  
**Sent:** March 15, 2021 04:15 PM  
**To:** CBSA-ASFC\_Classification\_Requests  
**Cc:** Nabico, Tania; Seally, Margaret; Bouffard, Kristi  
**Subject:** Change in Reporting Relationships

Classifications Team,

Three new Superintendent positions were created at Ambassador Bridge, and we have filled them substantively. The attached request is to move 5 subordinates under each of them. Once the move is complete, please let me know so that we can proceed with proposing the positions for exclusion. You should find all of the required documentation in the following folder:

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Thank you,

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Branch Name Operations

Division Name Ambassador Bridge

Org Unit: 10026151

Director's Name Joe McMahon

Director's Approval (Signature):

Date: March 8/2021

Position No	Group &	Old Org Unit #	New Org Unit #	Old Supervisor Position #	New Supervisor Position #	Superv G&L	Effective Date
30309955	FB03	10026151	10026151	30065242	30377788	FB05	01-Apr-21
30064953	FB03	10026151	10026151	30139084	30377788	FB05	01-Apr-21
30104380	FB03	10026151	10026151	30064694	30377788	FB05	01-Apr-21
30064833	FB03	10026152	10026151	30081328	30377788	FB05	01-Apr-21
30064938	FB03	10027178	10026151	30064925	30377788	FB05	01-Apr-21
30304969	FB03	10027178	10026151	30064925	30377789	FB05	01-Apr-21
30064832	FB03	10026151	10026151	30139082	30377789	FB05	01-Apr-21
30326858	FB03	10026151	10026151	30065242	30377789	FB05	01-Apr-21
30065009	FB03	10026153	10026151	30167903	30377789	FB05	01-Apr-21
30286176	FB03	10026153	10026151	30064692	30377789	FB05	01-Apr-21
30064829	FB03	10026151	10026151	30139084	30377790	FB05	01-Apr-21
30293370	FB03	10026151	10026151	30139082	30377790	FB05	01-Apr-21
30330765	FB03	10027178	10026151	30156641	30337790	FB05	01-Apr-21
30356326	FB03	10026151	10026151	30139084	30337790	FB05	01-Apr-21
30104196	FB03	10026151	10026151	30064770	30337790	FB05	01-Apr-21

Canada Border Services Agency / Agence des services frontaliers du Canada  
 Operations Branch / Southern Ontario Region / Ambassador Bridge District  
 Ambassador Bridge Operations (10002199 / 398120000)

<input type="checkbox"/>	EX Level
<input type="checkbox"/>	Classified Position
<input type="checkbox"/>	Designated Position
<input checked="" type="checkbox"/>	Position to be defined
<input type="checkbox"/>	Position held for future promotion/deployment

Org Signature approved by

Joe McMahon, District Director

Date: \_\_\_\_\_

10002199	398120000
EXC177	EX-02
District Dir Windsor Ambassador Bridge	
Dir district Port Ambassador	
30114066	
(S): Joe McMahon	
(A):	
English/Anglais	Secret/Serête

10002199	398120000
ASCEX01	AS-02
Administrative Officer	
Agent ou agente d'administration	
30304488	
(S): Patrick Fowlow	
(A): Lance Minovski	
English/Anglais	Reliability/Fiabilité

10025151	398121000
F5C002	F5-07
Chief of Operations	
Chef des opérations	
30175835	
(S): Chris Hudek	
(A):	
English/Anglais Excluded/Exclus	Secret/Serête

10027178	398121000
F5C002	F5-07
Chief of Operations	
Chef des opérations	
30175836	
(S): Michael (Dan) Reid	
(A):	
English/Anglais Excluded/Exclus	Secret/Serête

10025154	398123200
F5C002	F5-07
Chief of Operations	
Chef des opérations	
30178123	
(S): Bonnie Lucier	
(A):	
English/Anglais Excluded/Exclus	Secret/Serête

10025155	398123100
F5C002	F5-07
Chief of Operations	
Chef des opérations	
30183877	
(S): Jeffrey Gilmore	
(A):	
English/Anglais Excluded/Exclus	Secret/Serête

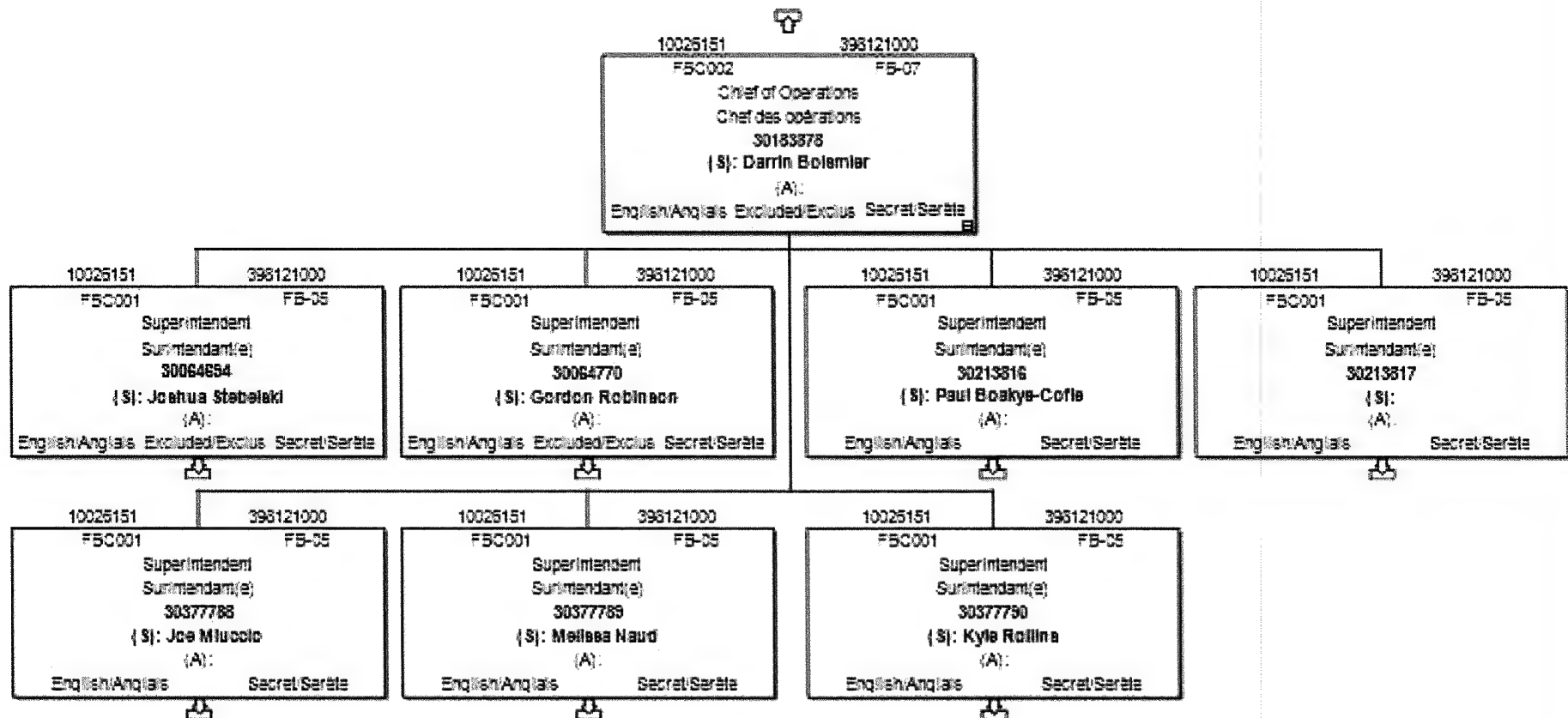
10025151	398121000
F5C002	F5-07
Chief of Operations	
Chef des opérations	
30183878	
(S): Darrin Bolemler	
(A):	
English/Anglais Excluded/Exclus	Secret/Serête

10025152	398121500
F5C002	F5-07
Chief of Operations	
Chef des opérations	
30292760	
(S): Sydney Kale	
(A):	
English/Anglais Excluded/Exclus	Secret/Serête

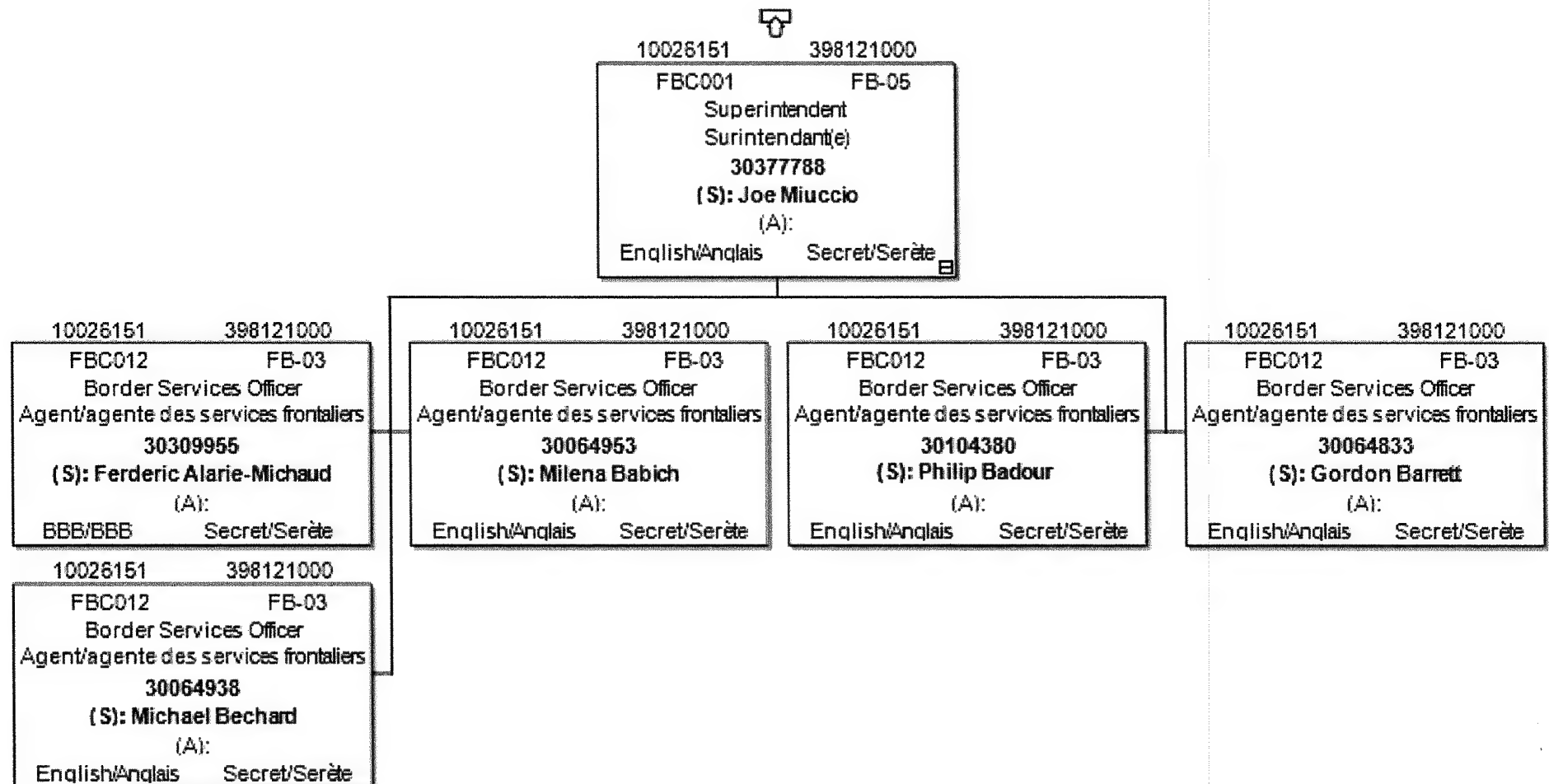
10033502	398120000
F5C002	F5-07
Chief of Operations	
Chef des opérations	
30367433	
(S): Jean Ladouceur	
(A):	
555/555 Excluded/Exclus	Secret/Serête

10002199	398120000
SUC004	SU-04
Masters	
Maîtrise	
30302651	
(S):	
(A):	
English/Anglais	Reliability/Fiabilité

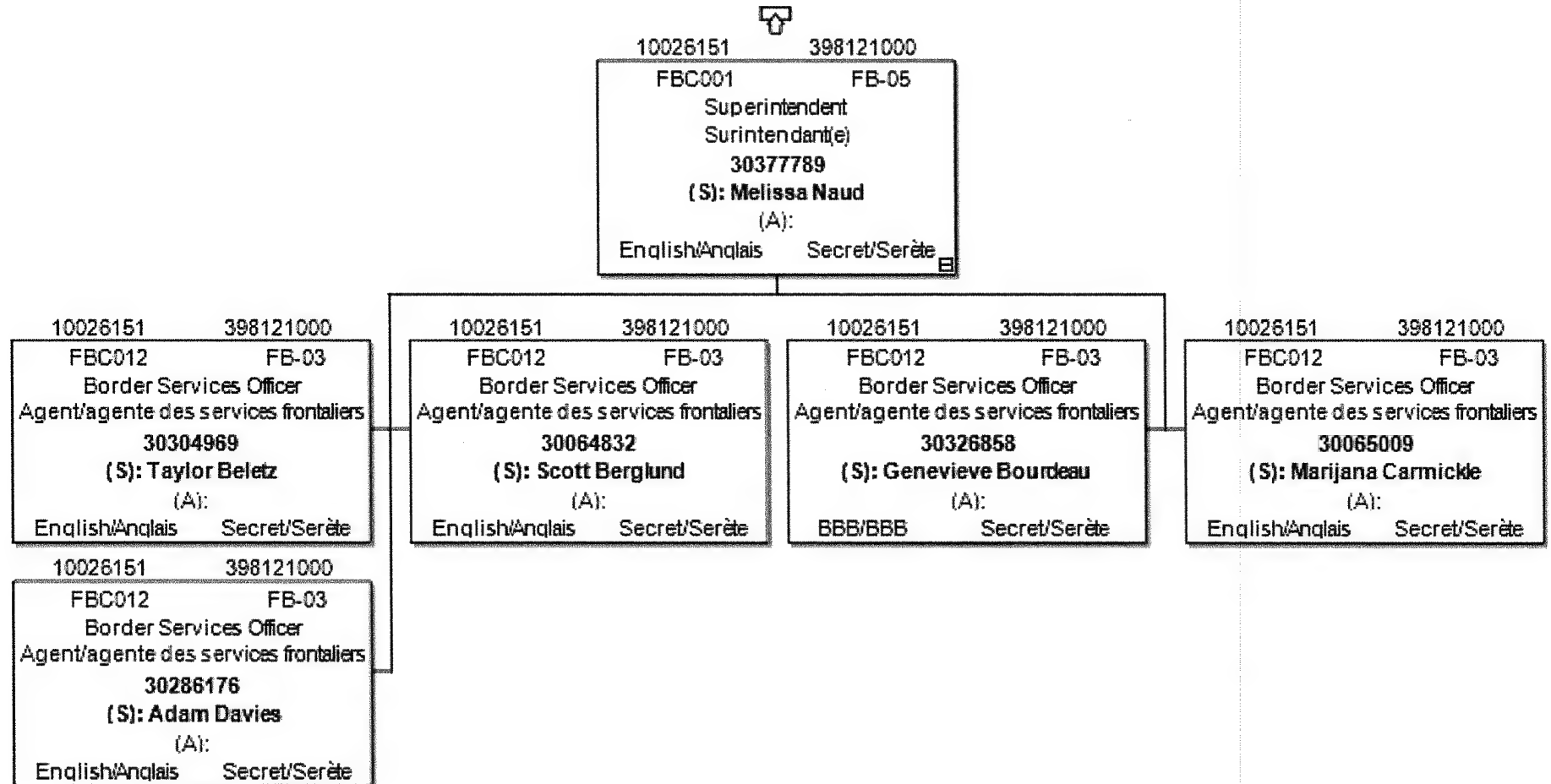
Canada Border Services Agency / Agence des services frontaliers du Canada  
Operations Branch / Southern Ontario Region / Ambassador Bridge District  
Ambassador Travellers 1 (10026151 / 398121000)



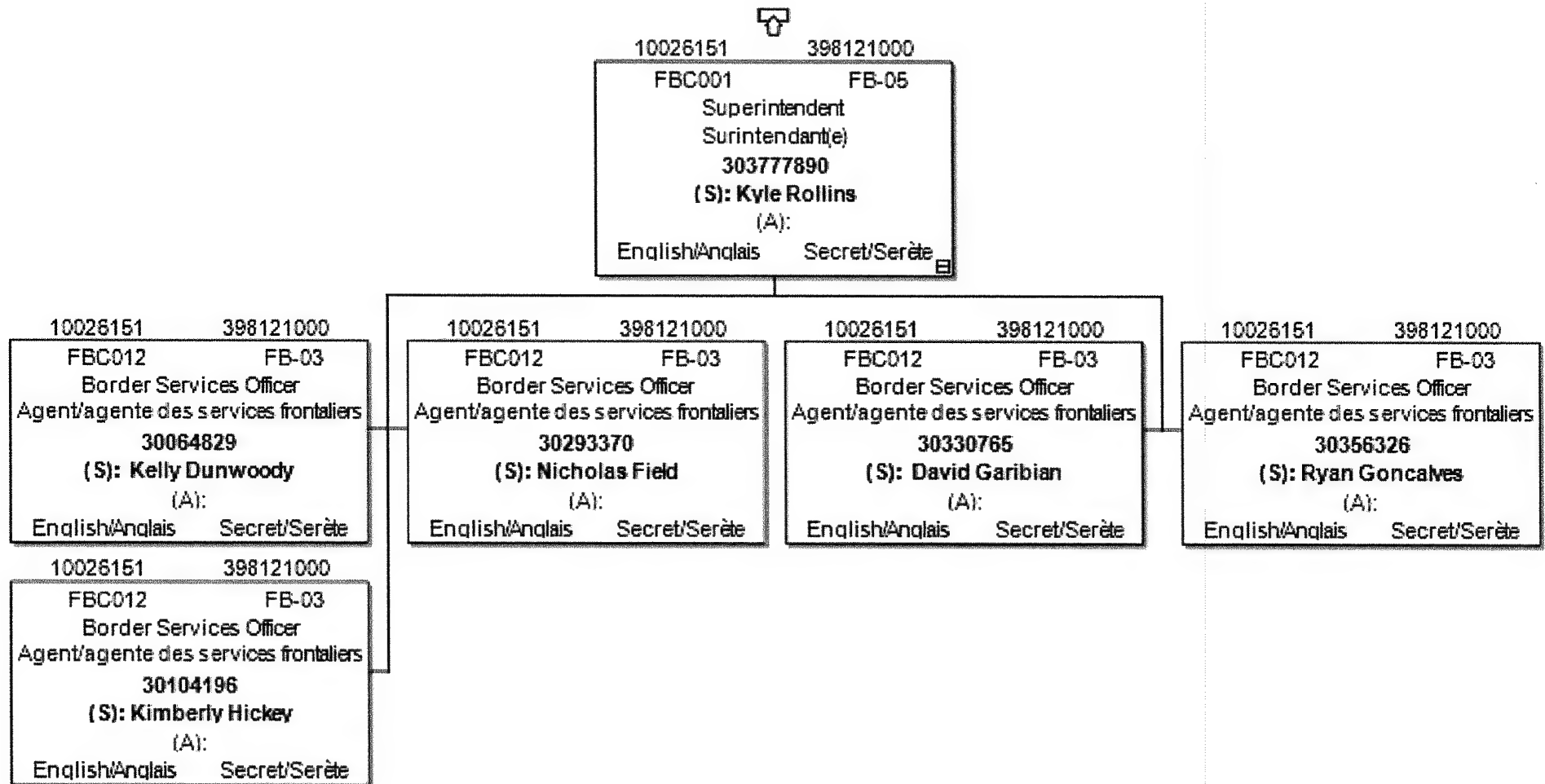
**Canada Border Services Agency / Agence des services frontaliers du Canada**  
**Operations Branch / Southern Ontario Region / Ambassador Bridge District**



**Canada Border Services Agency / Agence des services frontaliers du Canada**  
**Operations Branch / Southern Ontario Region / Ambassador Bridge District**



**Canada Border Services Agency / Agence des services frontaliers du Canada**  
**Operations Branch / Southern Ontario Region / Ambassador Bridge District**





**From:** Minovski, Lence  
**Sent:** March 10, 2021 11:43 AM  
**To:** Leveille, Kristen  
**Subject:** Superintendent Position 30377788 - Change in Reporting Relationships  
**Attachments:** RE: Classifications - Change in Reporting Relationships; 30309955 Signed Work Description .pdf; 30064953 Signed Work Description .pdf; 30104380 Signed Work Description .pdf; 30064833 Signed Work Description .pdf; 30064938 Signed Work Description .pdf; Signed Org Chart (3).pdf

---

Good Morning Kristen:

Attached are the signed documents required to change FB03 reporting relationships for Superintendent position number 30377788. I will send you the complete package for Superintendent position number 30377789 once I get Melissa Naud's signature.

Thank you

Lence Minovski  
A/Administrative Officer  
Ambassador Bridge Operations – Opérations au pont Ambassadeur  
Southern Ontario Region / Région Sud de l'Ontario  
Canada Border Services Agency – Agence des services frontalières du Canada  
780 Huron Church Road, Windsor, ON, N9C 2K2  
[Lence.Minovski@cbsa-asfc.gc.ca](mailto:Lence.Minovski@cbsa-asfc.gc.ca)  
Telephone – Téléphone 519-257-6411  
Fax – Télécopieur -519-257-7844  
Telephone – Télérprimeur 1-866—355—3237  
Government of Canada / Government du Canada

**From:** Minovski, Lence  
**Sent:** March 15, 2021 11:50 AM  
**To:** Leveille, Kristen  
**Subject:** Superintendent Position 30377789 Change in Reporting Relationship  
**Attachments:** RE: Classifications - Change in Reporting Relationships; Signed Work Description 30304969 .pdf; Signed Work Description 30064832 .pdf; Signed Work Description 30326858 .pdf; Signed Work Description 30065009 .pdf; Signed Work Description 30286176 .pdf; Signed Org Chart (3).pdf

---

Good Morning Kristen:

Attached are the signed documents required to change FB03 reporting relationships for Superintendent position number 30377789.

Thank you

Lence Minovski  
A/Administrative Officer  
Ambassador Bridge Operations – Opérations au pont Ambassadeur  
Southern Ontario Region / Région Sud de l'Ontario  
Canada Border Services Agency – Agence des services frontalières du Canada  
780 Huron Church Road, Windsor, ON, N9C 2K2  
[Lence.Minovski@cbsa-asfc.gc.ca](mailto:Lence.Minovski@cbsa-asfc.gc.ca)  
Telephone – Téléphone 519-257-6411  
Fax – Télécopieur -519-257-7844  
Telephone – Télérprimeur 1-866—355—3237  
Government of Canada / Government du Canada

**From:** Minovski, Lence  
**Sent:** March 10, 2021 11:24 AM  
**To:** Leveille, Kristen  
**Subject:** Superintendent Position 30377790 - Change in Reporting Relationships  
**Attachments:** RE: Classifications - Change in Reporting Relationships; 30293370 Signed Work Description .pdf; 30064829 Signed Work Description .pdf; 30104196 Signed Work Description .pdf; 30356326 Signed Work Description .pdf; 30330765 Signed Work Description .pdf; Signed Org Chart (3).pdf

---

Good Morning Kristen:

Attached are the signed documents required to change FB03 reporting relationships for Superintendent position number 30377790.

Thank you

Lence Minovski  
A/Administrative Officer  
Ambassador Bridge Operations – Opérations au pont Ambassadeur  
Southern Ontario Region / Région Sud de l'Ontario  
Canada Border Services Agency – Agence des services frontalières du Canada  
780 Huron Church Road, Windsor, ON, N9C 2K2  
[Lence.Minovski@cbsa-asfc.gc.ca](mailto:Lence.Minovski@cbsa-asfc.gc.ca)  
Telephone – Téléphone 519-257-6411  
Fax – Télécopieur -519-257-7844  
Telephone – Télérprimeur 1-866—355—3237  
Government of Canada / Government du Canada



## WORK DESCRIPTION - DESCRIPTION DE TRAVAIL

<b>Position Number - Numéro du poste</b>  30064953	<b>Position Title - Titre du poste</b> Border Services Officer	
<b>Position Classification - Classification du poste</b> FB 03	<b>National Occupation Code - Code national des professions</b>	
<b>Department/Agency - Ministère/organisme</b> Canada Border Services Agency		<b>Effective Date - Date d'entrée en vigueur</b> 2007-02-21
<b>Organizational Component - Composante organisationnelle</b> Operations Branch		
<b>Geographic Location - Lieu géographique</b> NATIONAL	<b>Job/Generic Number - Numéro d'emploi / de générique</b> FBC012	
<b>Supervisor Position Number - Numéro du poste du surveillant</b>  30377788	<b>Supervisor Position Title - Titre du poste du surveillant</b>  Superintendent	
<b>Supervisor Position Classification - Classification du poste du surveillant</b> FB05		
<b>Language Requirements - Exigences linguistiques</b> English Essential		<b>Linguistic Profile - Profil linguistique</b>
<b>Communication Requirements - Exigences en matière de communication</b> Reading, Writing, Oral		
<b>Office Code - Code de bureau</b> 3981-210-00	<b>Security Requirements - Exigences en matière de sécurité</b> Secret	

## **Client Service Results - Résultats axés sur le service à la clientèle**

As Officers with law enforcement responsibilities provides border control for the protection of Canadian society and economy through the facilitation of legitimate cross-border traffic and the prevention of the entry of people and goods that pose a potential risk to Canada.

## **Key Activities - Activités principales**

Conducts inspection, examination and verification of travelers, goods and conveyances to reach release or entry decisions and decides appropriate action when non-compliance is suspected or encountered.

Provides a first response capability with powers to arrest and/or detain individuals suspected of having committed offences under various Acts of Parliament.

Works with and establishes, develops, and maintains collaborative relations, interactions and exchange with client, stakeholder organizations and law enforcement agencies to maintain border integrity and security.

Analyzes data and information to be included in databases for use in client service, risk management and the targeting of people and/or goods. Provides information, through sessions, technical workshops and outreach activities to travelers, importers and exporters to educate them concerning the legislation, regulations, and procedures of the CBSA and other government departments/agencies to encourage voluntary compliance and to respond to enquiries, concerns and service complaints.

### Employee's Statement - Déclaration de l'employé

I have been given the opportunity to read and comment on the content of this work description.  
J'ai eu l'occasion de lire et commenter le contenu de cette description de travail.

Name of Employee - Nom de l'employé

Signature

Date

### Supervisor's Statement - Déclaration du surveillant

This work description accurately describes the work assigned to this position.  
Cette description de travail décrit adéquatement le travail assigné à ce poste.

Name of Supervisor - Nom du surveillant

Joe Miuccio

Signature of Supervisor - Signature du surveillant

10 MAR 2021

Date

### Authorization - Autorisation

Name of Manager - Nom du gestionnaire

Joe McMahon

Manager's Signature - Signature du gestionnaire

Date

## **Skill - Habiletés**

The work requires knowledge of the techniques and practices associated with inspecting and examining people, documents, goods and conveyances to control the international movement of people and goods for the facilitation of legitimate cross-border traffic and prevention of the entry of people and goods that pose a potential risk to Canada. This knowledge is needed to undertake activities such as: assessing risk of people, goods, companies and conveyances based on information obtained through interviews, examination and analysis of documentation, systems reviews or intelligence products; employing use of force and situation diffusion techniques; using specialized tools and equipment to locate and identify counterfeit and altered documents, contraband and regulated commodities and to handle firearms and weapons and make them safe. It may also require knowledge of the principles, methods and techniques associated with detector dog training and handling to detect contraband or regulated commodities.

The work requires knowledge of the legislation enforced by the CBSA such as the Animal Health Act, Customs Act, Immigration and Refugee Protection Act and Plant Protection Act. It also requires knowledge of the Acts and regulations enforced on behalf of other government departments (approximately 75 acts). This knowledge is required to carry out the examination of people, documents, goods and conveyances to ensure compliance with Canadian laws and regulations and to determine when contraventions have occurred or closer inspection is required. Knowledge of the Criminal Code and the Charter of Rights and Freedoms is required to properly apply powers of detention and arrest, the right to counsel and to ensure that individual rights are respected and properly applied.

The work requires knowledge of the organization, mandate, responsibilities, functions and administrative processes of the district work units and how they inter-relate and compliment each other in order to deliver CBSA's Admissibility and Enforcement programs. It requires knowledge of the same aspects of other local and regional units within CBSA such as Intelligence, Investigations and CBSA-Immigration Enforcement in order to be able to make referrals for action, to assist in their activities and to provide input into prosecutions, projects and local initiatives. Knowledge is also required of the mandate of other government departments and Canadian and foreign law enforcement agencies in order to assist in making compliance decisions and to participate in multi-agency special projects at the border, collect intelligence, share information and collaborate on casework for criminal prosecution.

Knowledge of the role, programs and services of various non-government organizations and industry sector representatives is required to properly assist clients, provide or receive guidance, to coordinate activities, or participate in workgroups. Examples include advising special interest groups, addressing legal counsel and providing advice and guidance on various social and assistance programs.

Analyzes information obtained through observation, questioning, investigation, reviewing

databases, inspection of documents, interpretation of technical device images/data or the application of indicators or profiles to determine under the constraints of time whether people have committed an offence under various Acts of Parliament and whether people or goods should be released or referred for examination and to determine the degree of examination. Gathers information from various sources and determines the relevance/importance of the information to be included in databases and client files. This information is used for client services, targeting and enforcement purposes and to provide information to counsel clients and other local and regional units within CBSA. May also be required to interpret the behavioral reaction of a detector dog in order to determine a course of action during examinations. Active listening and observation skills are required to train new staff and colleagues and to question, advise and interrogate individuals. Frequently the decision to take further action with these individuals is based solely on the implicit message conveyed. The work requires public speaking and presentation skills to represent CBSA at outreach activities and to testify in legal proceedings. Writing skills are required to complete briefing notes, technical reports, client files, statements and seizure reports for use before internal adjudications bodies and in judicial proceedings.

### **Effort - Efforts**

There is a requirement to sit or stand for prolonged periods while conducting inspections and examination at ports of entry, at container central examination facilities or in office environments. There is an integral requirement to use physical force and tools, including a baton, to ensure compliance, and the safety of the officer, client and members of the public. Exercising powers of arrest and detention may require application of use of force techniques. As a team member conducting Confined Space Entry examinations on deep sea freighters, de-stuffing containers at a Central Examination Facility or examining commercial cargo, there is a requirement to carry, lift and/or move compressed air tanks, boxes, and other objects weighing more than 10 kilograms. Assignments to these teams can range in duration from one day to many months. There is an integral and continuous daily requirement to view computer screens and to use a keyboard, concentrate on reading body language and watching and listening to peoples' responses. There is an occasional requirement to use instruments including x-ray and gamma ray machines and microscopes and black-light equipment to detect contraband and forged or counterfeit documents.

### **Responsibility - Responsabilités**

Conducts investigative-style interviews to obtain the most honest response or to gain information from uncooperative individuals who may not be complying with the various legislation and regulations. Personal searches are conducted which is a personally invasive procedure with potentially aggressive clients.

Develops and maintains working relationships with law enforcement agencies, public and private stakeholder and client groups to effect the release of goods, entry of persons and to make compliance decisions on travelers and goods.



Information/explanation, in the form of advice, is provided to clients, stakeholders and affiliated organizations so that they are aware of the regulations and to enable them to voluntarily comply and/or provide advice to their clients or members. Contributes to planning, developing and delivery of training, information sessions and workshops.

Coordinates and leads special enforcement activities such as commercial vehicle, vessel, aircraft or train examinations to interdict contraband or intercept undocumented foreign nationals and irregular migrants. This involves developing operational plans, integrating the participation of members of other law enforcement agencies, sharing expertise with team members and evaluating the effectiveness of the activities when they are completed.

Based on observation, questioning and analysis of data, decides whether to release goods into Canada, to admit, allow to leave or refuse entry to individuals and to initiate the arrest or removal of individuals who fail to comply with Canadian laws or who pose a risk to Canada. During enforcement activities applies various levels of sanction including warnings, monetary penalties, seizure of goods, documents and/or conveyances, detention or arrest, imposing conditions on individuals for entry, removal and refusal. Decisions are based on the application of legislation and guidelines. Discretion is often used to render a decision that is balanced and fair and will withstand a legal challenge.

### **Working Conditions - Conditions de travail**

There is a potential for serious injury from assaults by suspect persons or persons being detained or arrested. There is no control over when these situations may be encountered and they may occur at locations remote from the main worksites. There is also the potential for exposure to hazardous goods while examining people, personal effects, shipments and conveyances originating in regions afflicted by contagious disease. Working conditions may include wearing cumbersome/protective clothing, being outside in adverse weather conditions, conducting confined space entry examinations (as defined by the Canada Labour Code) in deep sea vessels, exposure to pornography and hate literature during examinations, exposure to human waste when examining suspected drug swallows, conducting deep sea marine rummage examinations, and the requirement to work alone.

### **Additional Information - L'information additionnelle**

No attachments were found



## WORK DESCRIPTION - DESCRIPTION DE TRAVAIL

<b>Position Number - Numéro du poste</b>  30104380	<b>Position Title - Titre du poste</b> Border Services Officer	
<b>Position Classification - Classification du poste</b> FB 03	<b>National Occupation Code - Code national des professions</b>	
<b>Department/Agency - Ministère/organisme</b> Canada Border Services Agency		<b>Effective Date - Date d'entrée en vigueur</b> 2007-02-21
<b>Organizational Component - Composante organisationnelle</b> Operations Branch		
<b>Geographic Location - Lieu géographique</b> NATIONAL	<b>Job/Generic Number - Numéro d'emploi / de générique</b> FBC012	
<b>Supervisor Position Number - Numéro du poste du surveillant</b>  30377788	<b>Supervisor Position Title - Titre du poste du surveillant</b>  Superintendent	
<b>Supervisor Position Classification - Classification du poste du surveillant</b> FB05		
<b>Language Requirements - Exigences linguistiques</b> English Essential		<b>Linguistic Profile - Profil linguistique</b>
<b>Communication Requirements - Exigences en matière de communication</b> Reading, Writing, Oral		
<b>Office Code - Code de bureau</b> 3981-210-00	<b>Security Requirements - Exigences en matière de sécurité</b> Secret	

## **Client Service Results - Résultats axés sur le service à la clientèle**

As Officers with law enforcement responsibilities provides border control for the protection of Canadian society and economy through the facilitation of legitimate cross-border traffic and the prevention of the entry of people and goods that pose a potential risk to Canada.

## **Key Activities - Activités principales**

Conducts inspection, examination and verification of travelers, goods and conveyances to reach release or entry decisions and decides appropriate action when non-compliance is suspected or encountered.

Provides a first response capability with powers to arrest and/or detain individuals suspected of having committed offences under various Acts of Parliament.

Works with and establishes, develops, and maintains collaborative relations, interactions and exchange with client, stakeholder organizations and law enforcement agencies to maintain border integrity and security.

Analyzes data and information to be included in databases for use in client service, risk management and the targeting of people and/or goods. Provides information, through sessions, technical workshops and outreach activities to travelers, importers and exporters to educate them concerning the legislation, regulations, and procedures of the CBSA and other government departments/agencies to encourage voluntary compliance and to respond to enquiries, concerns and service complaints.

### Employee's Statement - Déclaration de l'employé

I have been given the opportunity to read and comment on the content of this work description.  
J'ai eu l'occasion de lire et commenter le contenu de cette description de travail.

Name of Employee - Nom de l'employé

Signature

Date

### Supervisor's Statement - Déclaration du surveillant

This work description accurately describes the work assigned to this position.  
Cette description de travail décrit adéquatement le travail assigné à ce poste.

Name of Supervisor - Nom du surveillant

Joe Miuccio

Signature of Supervisor - Signature du surveillant

10 MAR 2021

Date

### Authorization - Autorisation

Name of Manager - Nom du gestionnaire

Joe McMahon

Manager's Signature - Signature du gestionnaire

Date

## **Skill - Habiletés**

The work requires knowledge of the techniques and practices associated with inspecting and examining people, documents, goods and conveyances to control the international movement of people and goods for the facilitation of legitimate cross-border traffic and prevention of the entry of people and goods that pose a potential risk to Canada. This knowledge is needed to undertake activities such as: assessing risk of people, goods, companies and conveyances based on information obtained through interviews, examination and analysis of documentation, systems reviews or intelligence products; employing use of force and situation diffusion techniques; using specialized tools and equipment to locate and identify counterfeit and altered documents, contraband and regulated commodities and to handle firearms and weapons and make them safe. It may also require knowledge of the principles, methods and techniques associated with detector dog training and handling to detect contraband or regulated commodities.

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Knowledge of the role, programs and services of various non-government organizations and industry sector representatives is required to properly assist clients, provide or receive guidance, to coordinate activities, or participate in workgroups. Examples include advising special interest groups, addressing legal counsel and providing advice and guidance on various social and assistance programs.

Analyzes information obtained through observation, questioning, investigation, reviewing

databases, inspection of documents, interpretation of technical device images/data or the application of indicators or profiles to determine under the constraints of time whether people have committed an offence under various Acts of Parliament and whether people or goods should be released or referred for examination and to determine the degree of examination. Gathers information from various sources and determines the relevance/importance of the information to be included in databases and client files. This information is used for client services, targeting and enforcement purposes and to provide information to counsel clients and other local and regional units within CBSA. May also be required to interpret the behavioral reaction of a detector dog in order to determine a course of action during examinations. Active listening and observation skills are required to train new staff and colleagues and to question, advise and interrogate individuals. Frequently the decision to take further action with these individuals is based solely on the implicit message conveyed. The work requires public speaking and presentation skills to represent CBSA at outreach activities and to testify in legal proceedings. Writing skills are required to complete briefing notes, technical reports, client files, statements and seizure reports for use before internal adjudications bodies and in judicial proceedings.

### **Effort - Efforts**

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### **Responsibility - Responsabilités**

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Develops and maintains working relationships with law enforcement agencies, public and private stakeholder and client groups to effect the release of goods, entry of persons and to make compliance decisions on travelers and goods.

Information/explanation, in the form of advice, is provided to clients, stakeholders and affiliated organizations so that they are aware of the regulations and to enable them to voluntarily comply and/or provide advice to their clients or members. Contributes to planning, developing and delivery of training, information sessions and workshops.

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### **Additional Information - L'information additionnelle**

No attachments were found



## WORK DESCRIPTION - DESCRIPTION DE TRAVAIL

<b>Position Number - Numéro du poste</b>  30309955	<b>Position Title - Titre du poste</b> Border Services Officer	
<b>Position Classification - Classification du poste</b> FB 03	<b>National Occupation Code - Code national des professions</b>	
<b>Department/Agency - Ministère/organisme</b> Canada Border Services Agency		<b>Effective Date - Date d'entrée en vigueur</b> 2007-02-21
<b>Organizational Component - Composante organisationnelle</b> Operations Branch		
<b>Geographic Location - Lieu géographique</b> NATIONAL	<b>Job/Generic Number - Numéro d'emploi / de générique</b> FBC012	
<b>Supervisor Position Number - Numéro du poste du surveillant</b>  30377788	<b>Supervisor Position Title - Titre du poste du surveillant</b>  Superintendent	
<b>Supervisor Position Classification - Classification du poste du surveillant</b> FB05		
<b>Language Requirements - Exigences linguistiques</b> Bilingual		<b>Linguistic Profile - Profil linguistique</b>
<b>Communication Requirements - Exigences en matière de communication</b> Reading, Writing, Oral		
<b>Office Code - Code de bureau</b> 3981-210-00	<b>Security Requirements - Exigences en matière de sécurité</b> Secret	



## **Client Service Results - Résultats axés sur le service à la clientèle**

As Officers with law enforcement responsibilities provides border control for the protection of Canadian society and economy through the facilitation of legitimate cross-border traffic and the prevention of the entry of people and goods that pose a potential risk to Canada.

## **Key Activities - Activités principales**

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### Employee's Statement - Déclaration de l'employé

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J'ai eu l'occasion de lire et commenter le contenu de cette description de travail.

Name of Employee - Nom de l'employé

Signature

Date

### Supervisor's Statement - Déclaration du surveillant

This work description accurately describes the work assigned to this position.  
Cette description de travail décrit adéquatement le travail assigné à ce poste.

Name of Supervisor - Nom du surveillant

Joe Miuccio

Signature of Supervisor - Signature du surveillant

10 MAR 2021

Date

### Authorization - Autorisation

Name of Manager - Nom du gestionnaire

Joe McMahon

Manager's Signature - Signature du gestionnaire

Date

## **Skill - Habiletés**

The work requires knowledge of the techniques and practices associated with inspecting and examining people, documents, goods and conveyances to control the international movement of people and goods for the facilitation of legitimate cross-border traffic and prevention of the entry of people and goods that pose a potential risk to Canada. This knowledge is needed to undertake activities such as: assessing risk of people, goods, companies and conveyances based on information obtained through interviews, examination and analysis of documentation, systems reviews or intelligence products; employing use of force and situation diffusion techniques; using specialized tools and equipment to locate and identify counterfeit and altered documents, contraband and regulated commodities and to handle firearms and weapons and make them safe. It may also require knowledge of the principles, methods and techniques associated with detector dog training and handling to detect contraband or regulated commodities.

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The work requires knowledge of the organization, mandate, responsibilities, functions and administrative processes of the district work units and how they inter-relate and compliment each other in order to deliver CBSA's Admissibility and Enforcement programs. It requires knowledge of the same aspects of other local and regional units within CBSA such as Intelligence, Investigations and CBSA-Immigration Enforcement in order to be able to make referrals for action, to assist in their activities and to provide input into prosecutions, projects and local initiatives. Knowledge is also required of the mandate of other government departments and Canadian and foreign law enforcement agencies in order to assist in making compliance decisions and to participate in multi-agency special projects at the border, collect intelligence, share information and collaborate on casework for criminal prosecution.

Knowledge of the role, programs and services of various non-government organizations and industry sector representatives is required to properly assist clients, provide or receive guidance, to coordinate activities, or participate in workgroups. Examples include advising special interest groups, addressing legal counsel and providing advice and guidance on various social and assistance programs.

Analyzes information obtained through observation, questioning, investigation, reviewing

databases, inspection of documents, interpretation of technical device images/data or the application of indicators or profiles to determine under the constraints of time whether people have committed an offence under various Acts of Parliament and whether people or goods should be released or referred for examination and to determine the degree of examination. Gathers information from various sources and determines the relevance/importance of the information to be included in databases and client files. This information is used for client services, targeting and enforcement purposes and to provide information to counsel clients and other local and regional units within CBSA. May also be required to interpret the behavioral reaction of a detector dog in order to determine a course of action during examinations. Active listening and observation skills are required to train new staff and colleagues and to question, advise and interrogate individuals. Frequently the decision to take further action with these individuals is based solely on the implicit message conveyed. The work requires public speaking and presentation skills to represent CBSA at outreach activities and to testify in legal proceedings. Writing skills are required to complete briefing notes, technical reports, client files, statements and seizure reports for use before internal adjudications bodies and in judicial proceedings.

### **Effort - Efforts**

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Border Services Officer

Page 5 of 6

Date Created: 2007-01-30

Last Modified: 2007-01-30

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Based on observation, questioning and analysis of data, decides whether to release goods into Canada, to admit, allow to leave or refuse entry to individuals and to initiate the arrest or removal of individuals who fail to comply with Canadian laws or who pose a risk to Canada. During enforcement activities applies various levels of sanction including warnings, monetary penalties, seizure of goods, documents and/or conveyances, detention or arrest, imposing conditions on individuals for entry, removal and refusal. Decisions are based on the application of legislation and guidelines. Discretion is often used to render a decision that is balanced and fair and will withstand a legal challenge.

### **Working Conditions - Conditions de travail**

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### **Additional Information - L'information additionnelle**

No attachments were found

## Bechara, Pamela

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**From:** McMahon, Joe  
**Sent:** March 9, 2021 08:58 AM  
**To:** Leveille, Kristen  
**Cc:** Minovski, Lence  
**Subject:** RE: Classifications - Change in Reporting Relationships

Please accept this email message as my approval to amend the Ambassador Bridge District Org Charts in order to propose three FB5 Superintendent positions for exclusion. The change is required as these positions have subordinate unionized employees that they supervise.

Thank you

Joe McMahon  
Director – Ambassador Bridge | Operations Branch  
Canada Border Services Agency | Government of Canada  
[joe.mcmahon@cbsa-asfc.gc.ca](mailto:joe.mcmahon@cbsa-asfc.gc.ca) | Tel.: 519-257-6491 | TTY: 866-335-3237

Directeur – pont Ambassador | Direction générale des opérations  
Agence des services frontaliers du Canada | Gouvernement du Canada  
[joe.mcmahon@cbsa-asfc.gc.ca](mailto:joe.mcmahon@cbsa-asfc.gc.ca) | Tél.: 519-257-6491 | ATS: 866-335-3237

---

**From:** Leveille, Kristen <[Kristen.Leveille@cbsa-asfc.gc.ca](mailto:Kristen.Leveille@cbsa-asfc.gc.ca)>  
**Sent:** March 8, 2021 2:51 PM  
**To:** McMahon, Joe <[Joe.McMahon@cbsa-asfc.gc.ca](mailto:Joe.McMahon@cbsa-asfc.gc.ca)>  
**Cc:** Minovski, Lence <[Lence.Minovski@cbsa-asfc.gc.ca](mailto:Lence.Minovski@cbsa-asfc.gc.ca)>  
**Subject:** Classifications - Change in Reporting Relationships  
**Importance:** High

Thank you Lence for the updated chart. I have created proposed org charts attached. We will need wet signatures and the following is what I have received from Classifications that they will require for this request.

In order to submit a request for a change in reporting relationship (your subordinates under the new superintendents), we will require the following documents:

- Email approval from the delegated authority
- The work description of the position with completed tombstone data (first page), signed by the new supervisor (page 3)
- A signed end state org chart, indicating where the position will report and any applicable subordinates
- Justification for the change

Please note anyone approving or signing off on Classification requests must of completed their P930 Introduction to Classification course.

Once, I have the entire package, I will forward to Classifications for their review and approval.

Thank you,

*Kristen Leveille*

Senior Human Resources Assistant  
National Staffing Operations, Southern Ontario Region  
Canada Border Services Agency | Government of Canada  
[Kristen.Levaille@cbsa-asfc.gc.ca](mailto:Kristen.Levaille@cbsa-asfc.gc.ca) /

Assistant Ressources Humaines  
Opérations de dotation national, Région du Sud de l'Ontario  
Agence des services frontaliers du Canada | Gouvernement du Canada  
[Kristen.Levaille@cbsa-asfc.gc.ca](mailto:Kristen.Levaille@cbsa-asfc.gc.ca) /



## WORK DESCRIPTION - DESCRIPTION DE TRAVAIL

<b>Position Number - Numéro du poste</b>  30064833	<b>Position Title - Titre du poste</b> Border Services Officer	
<b>Position Classification - Classification du poste</b> FB 03	<b>National Occupation Code - Code national des professions</b>	
<b>Department/Agency - Ministère/organisme</b> Canada Border Services Agency		<b>Effective Date - Date d'entrée en vigueur</b> 2007-02-21
<b>Organizational Component - Composante organisationnelle</b> Operations Branch		
<b>Geographic Location - Lieu géographique</b> NATIONAL	<b>Job/Generic Number - Numéro d'emploi / de générique</b> FBC012	
<b>Supervisor Position Number - Numéro du poste du surveillant</b>  30377788	<b>Supervisor Position Title - Titre du poste du surveillant</b>  Superintendent	
<b>Supervisor Position Classification - Classification du poste du surveillant</b> FB05		
<b>Language Requirements - Exigences linguistiques</b> English Essential		<b>Linguistic Profile - Profil linguistique</b>
<b>Communication Requirements - Exigences en matière de communication</b> Reading, Writing, Oral		
<b>Office Code - Code de bureau</b> 3981-210-00	<b>Security Requirements - Exigences en matière de sécurité</b> Secret	



## **Client Service Results - Résultats axés sur le service à la clientèle**

As Officers with law enforcement responsibilities provides border control for the protection of Canadian society and economy through the facilitation of legitimate cross-border traffic and the prevention of the entry of people and goods that pose a potential risk to Canada.

## **Key Activities - Activités principales**

Conducts inspection, examination and verification of travelers, goods and conveyances to reach release or entry decisions and decides appropriate action when non-compliance is suspected or encountered.

Provides a first response capability with powers to arrest and/or detain individuals suspected of having committed offences under various Acts of Parliament.

Works with and establishes, develops, and maintains collaborative relations, interactions and exchange with client, stakeholder organizations and law enforcement agencies to maintain border integrity and security.

Analyzes data and information to be included in databases for use in client service, risk management and the targeting of people and/or goods. Provides information, through sessions, technical workshops and outreach activities to travelers, importers and exporters to educate them concerning the legislation, regulations, and procedures of the CBSA and other government departments/agencies to encourage voluntary compliance and to respond to enquiries, concerns and service complaints.

### Employee's Statement - Déclaration de l'employé

I have been given the opportunity to read and comment on the content of this work description.  
J'ai eu l'occasion de lire et commenter le contenu de cette description de travail.

Name of Employee - Nom de l'employé

Signature

Date

### Supervisor's Statement - Déclaration du surveillant

This work description accurately describes the work assigned to this position.  
Cette description de travail décrit adéquatement le travail assigné à ce poste.

Name of Supervisor - Nom du surveillant

Joe Miuccio

Signature of Supervisor - Signature du surveillant

10 MAR 2021

Date

### Authorization - Autorisation

Name of Manager - Nom du gestionnaire

Joe McMahon

Manager's Signature - Signature du gestionnaire

Date

## **Skill - Habiletés**

The work requires knowledge of the techniques and practices associated with inspecting and examining people, documents, goods and conveyances to control the international movement of people and goods for the facilitation of legitimate cross-border traffic and prevention of the entry of people and goods that pose a potential risk to Canada. This knowledge is needed to undertake activities such as: assessing risk of people, goods, companies and conveyances based on information obtained through interviews, examination and analysis of documentation, systems reviews or intelligence products; employing use of force and situation diffusion techniques; using specialized tools and equipment to locate and identify counterfeit and altered documents, contraband and regulated commodities and to handle firearms and weapons and make them safe. It may also require knowledge of the principles, methods and techniques associated with detector dog training and handling to detect contraband or regulated commodities.

The work requires knowledge of the legislation enforced by the CBSA such as the Animal Health Act, Customs Act, Immigration and Refugee Protection Act and Plant Protection Act. It also requires knowledge of the Acts and regulations enforced on behalf of other government departments (approximately 75 acts). This knowledge is required to carry out the examination of people, documents, goods and conveyances to ensure compliance with Canadian laws and regulations and to determine when contraventions have occurred or closer inspection is required. Knowledge of the Criminal Code and the Charter of Rights and Freedoms is required to properly apply powers of detention and arrest, the right to counsel and to ensure that individual rights are respected and properly applied.

The work requires knowledge of the organization, mandate, responsibilities, functions and administrative processes of the district work units and how they inter-relate and compliment each other in order to deliver CBSA's Admissibility and Enforcement programs. It requires knowledge of the same aspects of other local and regional units within CBSA such as Intelligence, Investigations and CBSA-Immigration Enforcement in order to be able to make referrals for action, to assist in their activities and to provide input into prosecutions, projects and local initiatives. Knowledge is also required of the mandate of other government departments and Canadian and foreign law enforcement agencies in order to assist in making compliance decisions and to participate in multi-agency special projects at the border, collect intelligence, share information and collaborate on casework for criminal prosecution.

Knowledge of the role, programs and services of various non-government organizations and industry sector representatives is required to properly assist clients, provide or receive guidance, to coordinate activities, or participate in workgroups. Examples include advising special interest groups, addressing legal counsel and providing advice and guidance on various social and assistance programs.

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### **Effort - Efforts**

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### **Responsibility - Responsabilités**

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Develops and maintains working relationships with law enforcement agencies, public and private stakeholder and client groups to effect the release of goods, entry of persons and to make compliance decisions on travelers and goods.

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### **Working Conditions - Conditions de travail**

There is a potential for serious injury from assaults by suspect persons or persons being detained or arrested. There is no control over when these situations may be encountered and they may occur at locations remote from the main worksites. There is also the potential for exposure to hazardous goods while examining people, personal effects, shipments and conveyances originating in regions afflicted by contagious disease. Working conditions may include wearing cumbersome/protective clothing, being outside in adverse weather conditions, conducting confined space entry examinations (as defined by the Canada Labour Code) in deep sea vessels, exposure to pornography and hate literature during examinations, exposure to human waste when examining suspected drug swallows, conducting deep sea marine rummage examinations, and the requirement to work alone.

### **Additional Information - L'information additionnelle**

No attachments were found



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<b>Position Number - Numéro du poste</b>  30064832	<b>Position Title - Titre du poste</b> Border Services Officer	
<b>Position Classification - Classification du poste</b> FB 03	<b>National Occupation Code - Code national des professions</b>	
<b>Department/Agency - Ministère/organisme</b> Canada Border Services Agency		<b>Effective Date - Date d'entrée en vigueur</b> 2007-02-21
<b>Organizational Component - Composante organisationnelle</b> Operations Branch		
<b>Geographic Location - Lieu géographique</b> NATIONAL	<b>Job/Generic Number - Numéro d'emploi / de générique</b> FBC012	
<b>Supervisor Position Number - Numéro du poste du surveillant</b>  30377789	<b>Supervisor Position Title - Titre du poste du surveillant</b>  Superintendent	
<b>Supervisor Position Classification - Classification du poste du surveillant</b> FB05		
<b>Language Requirements - Exigences linguistiques</b> English Essential		<b>Linguistic Profile - Profil linguistique</b>
<b>Communication Requirements - Exigences en matière de communication</b> Reading, Writing, Oral		
<b>Office Code - Code de bureau</b> 3981-210-00	<b>Security Requirements - Exigences en matière de sécurité</b> Secret	

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Signature

Date

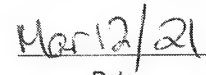
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Name of Supervisor - Nom du surveillant

Melissa Naud

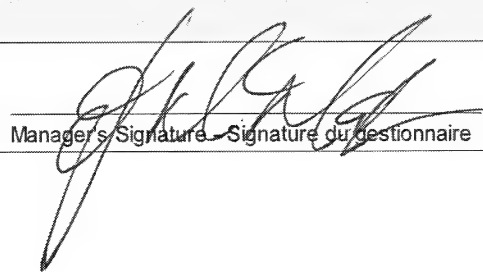
  
Signature of Supervisor - Signature du surveillant

  
Date

### Authorization - Authorisation

Name of Manager - Nom du gestionnaire

Joe McMahon

  
Manager's Signature - Signature du gestionnaire

Date



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No attachments were found



## WORK DESCRIPTION - DESCRIPTION DE TRAVAIL

<b>Position Number - Numéro du poste</b>  30065009	<b>Position Title - Titre du poste</b> Border Services Officer	
<b>Position Classification - Classification du poste</b> FB 03	<b>National Occupation Code - Code national des professions</b>	
<b>Department/Agency - Ministère/organisme</b> Canada Border Services Agency		<b>Effective Date - Date d'entrée en vigueur</b> 2007-02-21
<b>Organizational Component - Composante organisationnelle</b> Operations Branch		
<b>Geographic Location - Lieu géographique</b> NATIONAL	<b>Job/Generic Number - Numéro d'emploi / de générique</b> FBC012	
<b>Supervisor Position Number - Numéro du poste du surveillant</b>  30377789	<b>Supervisor Position Title - Titre du poste du surveillant</b>  Superintendent	
<b>Supervisor Position Classification - Classification du poste du surveillant</b> FB05		
<b>Language Requirements - Exigences linguistiques</b> English Essential		<b>Linguistic Profile - Profil linguistique</b>
<b>Communication Requirements - Exigences en matière de communication</b> Reading, Writing, Oral		
<b>Office Code - Code de bureau</b> 3981-210-00	<b>Security Requirements - Exigences en matière de sécurité</b> Secret	

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Name of Employee - Nom de l'employé

Signature

Date

## Supervisor's Statement - Déclaration du surveillant

This work description accurately describes the work assigned to this position.  
Cette description de travail décrit adéquatement le travail assigné à ce poste.

Name of Supervisor - Nom du surveillant

Melissa Naud

Signature of Supervisor - Signature du surveillant

Date

## Authorization - Autorisation

Name of Manager - Nom du gestionnaire

Joe McMahon

Manager's Signature - Signature du gestionnaire

Date

## **Skill - Habiletés**

The work requires knowledge of the techniques and practices associated with inspecting and examining people, documents, goods and conveyances to control the international movement of people and goods for the facilitation of legitimate cross-border traffic and prevention of the entry of people and goods that pose a potential risk to Canada. This knowledge is needed to undertake activities such as: assessing risk of people, goods, companies and conveyances based on information obtained through interviews, examination and analysis of documentation, systems reviews or intelligence products; employing use of force and situation diffusion techniques; using specialized tools and equipment to locate and identify counterfeit and altered documents, contraband and regulated commodities and to handle firearms and weapons and make them safe. It may also require knowledge of the principles, methods and techniques associated with detector dog training and handling to detect contraband or regulated commodities.

The work requires knowledge of the legislation enforced by the CBSA such as the Animal Health Act, Customs Act, Immigration and Refugee Protection Act and Plant Protection Act. It also requires knowledge of the Acts and regulations enforced on behalf of other government departments (approximately 75 acts). This knowledge is required to carry out the examination of people, documents, goods and conveyances to ensure compliance with Canadian laws and regulations and to determine when contraventions have occurred or closer inspection is required. Knowledge of the Criminal Code and the Charter of Rights and Freedoms is required to properly apply powers of detention and arrest, the right to counsel and to ensure that individual rights are respected and properly applied.

The work requires knowledge of the organization, mandate, responsibilities, functions and administrative processes of the district work units and how they inter-relate and compliment each other in order to deliver CBSA's Admissibility and Enforcement programs. It requires knowledge of the same aspects of other local and regional units within CBSA such as Intelligence, Investigations and CBSA-Immigration Enforcement in order to be able to make referrals for action, to assist in their activities and to provide input into prosecutions, projects and local initiatives. Knowledge is also required of the mandate of other government departments and Canadian and foreign law enforcement agencies in order to assist in making compliance decisions and to participate in multi-agency special projects at the border, collect intelligence, share information and collaborate on casework for criminal prosecution.

Knowledge of the role, programs and services of various non-government organizations and industry sector representatives is required to properly assist clients, provide or receive guidance, to coordinate activities, or participate in workgroups. Examples include advising special interest groups, addressing legal counsel and providing advice and guidance on various social and assistance programs.

Analyzes information obtained through observation, questioning, investigation, reviewing



databases, inspection of documents, interpretation of technical device images/data or the application of indicators or profiles to determine under the constraints of time whether people have committed an offence under various Acts of Parliament and whether people or goods should be released or referred for examination and to determine the degree of examination. Gathers information from various sources and determines the relevance/importance of the information to be included in databases and client files. This information is used for client services, targeting and enforcement purposes and to provide information to counsel clients and other local and regional units within CBSA. May also be required to interpret the behavioral reaction of a detector dog in order to determine a course of action during examinations. Active listening and observation skills are required to train new staff and colleagues and to question, advise and interrogate individuals. Frequently the decision to take further action with these individuals is based solely on the implicit message conveyed. The work requires public speaking and presentation skills to represent CBSA at outreach activities and to testify in legal proceedings. Writing skills are required to complete briefing notes, technical reports, client files, statements and seizure reports for use before internal adjudications bodies and in judicial proceedings.

### **Effort - Efforts**

There is a requirement to sit or stand for prolonged periods while conducting inspections and examination at ports of entry, at container central examination facilities or in office environments. There is an integral requirement to use physical force and tools, including a baton, to ensure compliance, and the safety of the officer, client and members of the public. Exercising powers of arrest and detention may require application of use of force techniques. As a team member conducting Confined Space Entry examinations on deep sea freighters, de-stuffing containers at a Central Examination Facility or examining commercial cargo, there is a requirement to carry, lift and/or move compressed air tanks, boxes, and other objects weighing more than 10 kilograms. Assignments to these teams can range in duration from one day to many months. There is an integral and continuous daily requirement to view computer screens and to use a keyboard, concentrate on reading body language and watching and listening to peoples' responses. There is an occasional requirement to use instruments including x-ray and gamma ray machines and microscopes and black-light equipment to detect contraband and forged or counterfeit documents.

### **Responsibility - Responsabilités**

Conducts investigative-style interviews to obtain the most honest response or to gain information from uncooperative individuals who may not be complying with the various legislation and regulations. Personal searches are conducted which is a personally invasive procedure with potentially aggressive clients.

Develops and maintains working relationships with law enforcement agencies, public and private stakeholder and client groups to effect the release of goods, entry of persons and to make compliance decisions on travelers and goods.



Information/explanation, in the form of advice, is provided to clients, stakeholders and affiliated organizations so that they are aware of the regulations and to enable them to voluntarily comply and/or provide advice to their clients or members. Contributes to planning, developing and delivery of training, information sessions and workshops.

Coordinates and leads special enforcement activities such as commercial vehicle, vessel, aircraft or train examinations to interdict contraband or intercept undocumented foreign nationals and irregular migrants. This involves developing operational plans, integrating the participation of members of other law enforcement agencies, sharing expertise with team members and evaluating the effectiveness of the activities when they are completed.

Based on observation, questioning and analysis of data, decides whether to release goods into Canada, to admit, allow to leave or refuse entry to individuals and to initiate the arrest or removal of individuals who fail to comply with Canadian laws or who pose a risk to Canada. During enforcement activities applies various levels of sanction including warnings, monetary penalties, seizure of goods, documents and/or conveyances, detention or arrest, imposing conditions on individuals for entry, removal and refusal. Decisions are based on the application of legislation and guidelines. Discretion is often used to render a decision that is balanced and fair and will withstand a legal challenge.

### **Working Conditions - Conditions de travail**

There is a potential for serious injury from assaults by suspect persons or persons being detained or arrested. There is no control over when these situations may be encountered and they may occur at locations remote from the main worksites. There is also the potential for exposure to hazardous goods while examining people, personal effects, shipments and conveyances originating in regions afflicted by contagious disease. Working conditions may include wearing cumbersome/protective clothing, being outside in adverse weather conditions, conducting confined space entry examinations (as defined by the Canada Labour Code) in deep sea vessels, exposure to pornography and hate literature during examinations, exposure to human waste when examining suspected drug swallowers, conducting deep sea marine rummage examinations, and the requirement to work alone.

### **Additional Information - L'information additionnelle**

No attachments were found



## WORK DESCRIPTION - DESCRIPTION DE TRAVAIL

<b>Position Number - Numéro du poste</b>  30286176	<b>Position Title - Titre du poste</b> Border Services Officer	
<b>Position Classification - Classification du poste</b> FB 03	<b>National Occupation Code - Code national des professions</b>	
<b>Department/Agency - Ministère/organisme</b> Canada Border Services Agency		<b>Effective Date - Date d'entrée en vigueur</b> 2007-02-21
<b>Organizational Component - Composante organisationnelle</b> Operations Branch		
<b>Geographic Location - Lieu géographique</b> NATIONAL	<b>Job/Generic Number - Numéro d'emploi / de générique</b> FBC012	
<b>Supervisor Position Number - Numéro du poste du surveillant</b>  30377789	<b>Supervisor Position Title - Titre du poste du surveillant</b>  Superintendent	
<b>Supervisor Position Classification - Classification du poste du surveillant</b> FB05		
<b>Language Requirements - Exigences linguistiques</b> English Essential		<b>Linguistic Profile - Profil linguistique</b>
<b>Communication Requirements - Exigences en matière de communication</b> Reading, Writing, Oral		
<b>Office Code - Code de bureau</b> 3981-210-00	<b>Security Requirements - Exigences en matière de sécurité</b> Secret	

## **Client Service Results - Résultats axés sur le service à la clientèle**

As Officers with law enforcement responsibilities provides border control for the protection of Canadian society and economy through the facilitation of legitimate cross-border traffic and the prevention of the entry of people and goods that pose a potential risk to Canada.

## **Key Activities - Activités principales**

Conducts inspection, examination and verification of travelers, goods and conveyances to reach release or entry decisions and decides appropriate action when non-compliance is suspected or encountered.

Provides a first response capability with powers to arrest and/or detain individuals suspected of having committed offences under various Acts of Parliament.

Works with and establishes, develops, and maintains collaborative relations, interactions and exchange with client, stakeholder organizations and law enforcement agencies to maintain border integrity and security.

Analyzes data and information to be included in databases for use in client service, risk management and the targeting of people and/or goods. Provides information, through sessions, technical workshops and outreach activities to travelers, importers and exporters to educate them concerning the legislation, regulations, and procedures of the CBSA and other government departments/agencies to encourage voluntary compliance and to respond to enquiries, concerns and service complaints.

### Employee's Statement - Déclaration de l'employé

I have been given the opportunity to read and comment on the content of this work description.  
J'ai eu l'occasion de lire et commenter le contenu de cette description de travail.

Name of Employee - Nom de l'employé

Signature

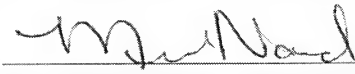
Date

### Supervisor's Statement - Déclaration du surveillant

This work description accurately describes the work assigned to this position.  
Cette description de travail décrit adéquatement le travail assigné à ce poste.

Name of Supervisor - Nom du surveillant

Melissa Naud



Signature of Supervisor - Signature du surveillant



Date

### Authorization - Autorisation

Name of Manager - Nom du gestionnaire

Joe McMahon



Manager's Signature - Signature du gestionnaire

Date

## **Skill - Habiletés**

The work requires knowledge of the techniques and practices associated with inspecting and examining people, documents, goods and conveyances to control the international movement of people and goods for the facilitation of legitimate cross-border traffic and prevention of the entry of people and goods that pose a potential risk to Canada. This knowledge is needed to undertake activities such as: assessing risk of people, goods, companies and conveyances based on information obtained through interviews, examination and analysis of documentation, systems reviews or intelligence products; employing use of force and situation diffusion techniques; using specialized tools and equipment to locate and identify counterfeit and altered documents, contraband and regulated commodities and to handle firearms and weapons and make them safe. It may also require knowledge of the principles, methods and techniques associated with detector dog training and handling to detect contraband or regulated commodities.

The work requires knowledge of the legislation enforced by the CBSA such as the Animal Health Act, Customs Act, Immigration and Refugee Protection Act and Plant Protection Act. It also requires knowledge of the Acts and regulations enforced on behalf of other government departments (approximately 75 acts). This knowledge is required to carry out the examination of people, documents, goods and conveyances to ensure compliance with Canadian laws and regulations and to determine when contraventions have occurred or closer inspection is required. Knowledge of the Criminal Code and the Charter of Rights and Freedoms is required to properly apply powers of detention and arrest, the right to counsel and to ensure that individual rights are respected and properly applied.

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Analyzes information obtained through observation, questioning, investigation, reviewing

databases, inspection of documents, interpretation of technical device images/data or the application of indicators or profiles to determine under the constraints of time whether people have committed an offence under various Acts of Parliament and whether people or goods should be released or referred for examination and to determine the degree of examination. Gathers information from various sources and determines the relevance/importance of the information to be included in databases and client files. This information is used for client services, targeting and enforcement purposes and to provide information to counsel clients and other local and regional units within CBSA. May also be required to interpret the behavioral reaction of a detector dog in order to determine a course of action during examinations. Active listening and observation skills are required to train new staff and colleagues and to question, advise and interrogate individuals. Frequently the decision to take further action with these individuals is based solely on the implicit message conveyed. The work requires public speaking and presentation skills to represent CBSA at outreach activities and to testify in legal proceedings. Writing skills are required to complete briefing notes, technical reports, client files, statements and seizure reports for use before internal adjudications bodies and in judicial proceedings.

### **Effort - Efforts**

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### **Responsibility - Responsabilités**

Conducts investigative-style interviews to obtain the most honest response or to gain information from uncooperative individuals who may not be complying with the various legislation and regulations. Personal searches are conducted which is a personally invasive procedure with potentially aggressive clients.

Develops and maintains working relationships with law enforcement agencies, public and private stakeholder and client groups to effect the release of goods, entry of persons and to make compliance decisions on travelers and goods.

Information/explanation, in the form of advice, is provided to clients, stakeholders and affiliated organizations so that they are aware of the regulations and to enable them to voluntarily comply and/or provide advice to their clients or members. Contributes to planning, developing and delivery of training, information sessions and workshops.

Coordinates and leads special enforcement activities such as commercial vehicle, vessel, aircraft or train examinations to interdict contraband or intercept undocumented foreign nationals and irregular migrants. This involves developing operational plans, integrating the participation of members of other law enforcement agencies, sharing expertise with team members and evaluating the effectiveness of the activities when they are completed.

Based on observation, questioning and analysis of data, decides whether to release goods into Canada, to admit, allow to leave or refuse entry to individuals and to initiate the arrest or removal of individuals who fail to comply with Canadian laws or who pose a risk to Canada. During enforcement activities applies various levels of sanction including warnings, monetary penalties, seizure of goods, documents and/or conveyances, detention or arrest, imposing conditions on individuals for entry, removal and refusal. Decisions are based on the application of legislation and guidelines. Discretion is often used to render a decision that is balanced and fair and will withstand a legal challenge.

### **Working Conditions - Conditions de travail**

There is a potential for serious injury from assaults by suspect persons or persons being detained or arrested. There is no control over when these situations may be encountered and they may occur at locations remote from the main worksites. There is also the potential for exposure to hazardous goods while examining people, personal effects, shipments and conveyances originating in regions afflicted by contagious disease. Working conditions may include wearing cumbersome/protective clothing, being outside in adverse weather conditions, conducting confined space entry examinations (as defined by the Canada Labour Code) in deep sea vessels, exposure to pornography and hate literature during examinations, exposure to human waste when examining suspected drug swallows, conducting deep sea marine rummage examinations, and the requirement to work alone.

### **Additional Information - L'information additionnelle**

No attachments were found



Government of Canada  
Gouvernement du Canada

## WORK DESCRIPTION - DESCRIPTION DE TRAVAIL

<b>Position Number - Numéro du poste</b>  30304969		<b>Position Title - Titre du poste</b> Border Services Officer	
<b>Position Classification - Classification du poste</b> FB 03		<b>National Occupation Code - Code national des professions</b>	
<b>Department/Agency - Ministère/organisme</b> Canada Border Services Agency		<b>Effective Date - Date d'entrée en vigueur</b> 2007-02-21	
<b>Organizational Component - Composante organisationnelle</b> Operations Branch			
<b>Geographic Location - Lieu géographique</b> NATIONAL		<b>Job/Generic Number - Numéro d'emploi / de générique</b> FBC012	
<b>Supervisor Position Number - Numéro du poste du surveillant</b>  30377789		<b>Supervisor Position Title - Titre du poste du surveillant</b>  Superintendent	
<b>Supervisor Position Classification - Classification du poste du surveillant</b> FB05			
<b>Language Requirements - Exigences linguistiques</b> English Essential		<b>Linguistic Profile - Profil linguistique</b>	
<b>Communication Requirements - Exigences en matière de communication</b> Reading, Writing, Oral			
<b>Office Code - Code de bureau</b> 3981-210-00		<b>Security Requirements - Exigences en matière de sécurité</b> Secret	



## **Client Service Results - Résultats axés sur le service à la clientèle**

As Officers with law enforcement responsibilities provides border control for the protection of Canadian society and economy through the facilitation of legitimate cross-border traffic and the prevention of the entry of people and goods that pose a potential risk to Canada.

## **Key Activities - Activités principales**

Conducts inspection, examination and verification of travelers, goods and conveyances to reach release or entry decisions and decides appropriate action when non-compliance is suspected or encountered.

Provides a first response capability with powers to arrest and/or detain individuals suspected of having committed offences under various Acts of Parliament.

Works with and establishes, develops, and maintains collaborative relations, interactions and exchange with client, stakeholder organizations and law enforcement agencies to maintain border integrity and security.

Analyzes data and information to be included in databases for use in client service, risk management and the targeting of people and/or goods. Provides information, through sessions, technical workshops and outreach activities to travelers, importers and exporters to educate them concerning the legislation, regulations, and procedures of the CBSA and other government departments/agencies to encourage voluntary compliance and to respond to enquiries, concerns and service complaints.

### Employee's Statement - Déclaration de l'employé

I have been given the opportunity to read and comment on the content of this work description.  
J'ai eu l'occasion de lire et commenter le contenu de cette description de travail.

Name of Employee - Nom de l'employé

Signature

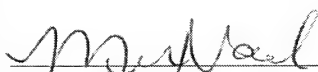
Date

### Supervisor's Statement - Déclaration du surveillant

This work description accurately describes the work assigned to this position.  
Cette description de travail décrit adéquatement le travail assigné à ce poste.

Name of Supervisor - Nom du surveillant

Melissa Naud



Signature of Supervisor - Signature du surveillant

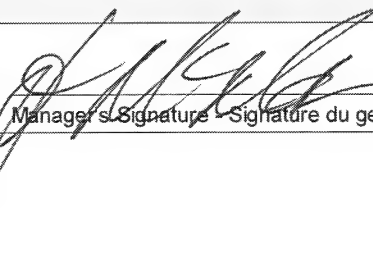
Mar 12/21

Date

### Authorization - Autorisation

Name of Manager - Nom du gestionnaire

Joe McMahon



Manager's Signature - Signature du gestionnaire

Date

## **Skill - Habiletés**

The work requires knowledge of the techniques and practices associated with inspecting and examining people, documents, goods and conveyances to control the international movement of people and goods for the facilitation of legitimate cross-border traffic and prevention of the entry of people and goods that pose a potential risk to Canada. This knowledge is needed to undertake activities such as: assessing risk of people, goods, companies and conveyances based on information obtained through interviews, examination and analysis of documentation, systems reviews or intelligence products; employing use of force and situation diffusion techniques; using specialized tools and equipment to locate and identify counterfeit and altered documents, contraband and regulated commodities and to handle firearms and weapons and make them safe. It may also require knowledge of the principles, methods and techniques associated with detector dog training and handling to detect contraband or regulated commodities.

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### **Effort - Efforts**

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### **Responsibility - Responsabilités**

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### **Additional Information - L'information additionnelle**

No attachments were found



## WORK DESCRIPTION - DESCRIPTION DE TRAVAIL

<b>Position Number - Numéro du poste</b>  30326858	<b>Position Title - Titre du poste</b> Border Services Officer	
<b>Position Classification - Classification du poste</b> FB 03	<b>National Occupation Code - Code national des professions</b>	
<b>Department/Agency - Ministère/organisme</b> Canada Border Services Agency		<b>Effective Date - Date d'entrée en vigueur</b> 2007-02-21
<b>Organizational Component - Composante organisationnelle</b> Operations Branch		
<b>Geographic Location - Lieu géographique</b> NATIONAL	<b>Job/Generic Number - Numéro d'emploi / de générique</b> FBC012	
<b>Supervisor Position Number - Numéro du poste du surveillant</b>  30377789	<b>Supervisor Position Title - Titre du poste du surveillant</b>  Superintendent	
<b>Supervisor Position Classification - Classification du poste du surveillant</b> FB05		
<b>Language Requirements - Exigences linguistiques</b> Bilingual		<b>Linguistic Profile - Profil linguistique</b>
<b>Communication Requirements - Exigences en matière de communication</b> Reading, Writing, Oral		
<b>Office Code - Code de bureau</b> 3981-210-00	<b>Security Requirements - Exigences en matière de sécurité</b> Secret	

## **Client Service Results - Résultats axés sur le service à la clientèle**

As Officers with law enforcement responsibilities provides border control for the protection of Canadian society and economy through the facilitation of legitimate cross-border traffic and the prevention of the entry of people and goods that pose a potential risk to Canada.

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### Employee's Statement - Déclaration de l'employé

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J'ai eu l'occasion de lire et commenter le contenu de cette description de travail.

Name of Employee - Nom de l'employé

Signature

Date

### Supervisor's Statement - Déclaration du surveillant

This work description accurately describes the work assigned to this position.  
Cette description de travail décrit adéquatement le travail assigné à ce poste.

Name of Supervisor - Nom du surveillant

Melissa Naud

Signature of Supervisor - Signature du surveillant

Date

### Authorization - Autorisation

Name of Manager - Nom du gestionnaire

Joe McMahon

Manager's Signature - Signature du gestionnaire

Date



## **Skill - Habiletés**

The work requires knowledge of the techniques and practices associated with inspecting and examining people, documents, goods and conveyances to control the international movement of people and goods for the facilitation of legitimate cross-border traffic and prevention of the entry of people and goods that pose a potential risk to Canada. This knowledge is needed to undertake activities such as: assessing risk of people, goods, companies and conveyances based on information obtained through interviews, examination and analysis of documentation, systems reviews or intelligence products; employing use of force and situation diffusion techniques; using specialized tools and equipment to locate and identify counterfeit and altered documents, contraband and regulated commodities and to handle firearms and weapons and make them safe. It may also require knowledge of the principles, methods and techniques associated with detector dog training and handling to detect contraband or regulated commodities.

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Knowledge of the role, programs and services of various non-government organizations and industry sector representatives is required to properly assist clients, provide or receive guidance, to coordinate activities, or participate in workgroups. Examples include advising special interest groups, addressing legal counsel and providing advice and guidance on various social and assistance programs.

Analyzes information obtained through observation, questioning, investigation, reviewing

databases, inspection of documents, interpretation of technical device images/data or the application of indicators or profiles to determine under the constraints of time whether people have committed an offence under various Acts of Parliament and whether people or goods should be released or referred for examination and to determine the degree of examination. Gathers information from various sources and determines the relevance/importance of the information to be included in databases and client files. This information is used for client services, targeting and enforcement purposes and to provide information to counsel clients and other local and regional units within CBSA. May also be required to interpret the behavioral reaction of a detector dog in order to determine a course of action during examinations. Active listening and observation skills are required to train new staff and colleagues and to question, advise and interrogate individuals. Frequently the decision to take further action with these individuals is based solely on the implicit message conveyed. The work requires public speaking and presentation skills to represent CBSA at outreach activities and to testify in legal proceedings. Writing skills are required to complete briefing notes, technical reports, client files, statements and seizure reports for use before internal adjudications bodies and in judicial proceedings.

### **Effort - Efforts**

There is a requirement to sit or stand for prolonged periods while conducting inspections and examination at ports of entry, at container central examination facilities or in office environments. There is an integral requirement to use physical force and tools, including a baton, to ensure compliance, and the safety of the officer, client and members of the public. Exercising powers of arrest and detention may require application of use of force techniques. As a team member conducting Confined Space Entry examinations on deep sea freighters, de-stuffing containers at a Central Examination Facility or examining commercial cargo, there is a requirement to carry, lift and/or move compressed air tanks, boxes, and other objects weighing more than 10 kilograms. Assignments to these teams can range in duration from one day to many months. There is an integral and continuous daily requirement to view computer screens and to use a keyboard, concentrate on reading body language and watching and listening to peoples' responses. There is an occasional requirement to use instruments including x-ray and gamma ray machines and microscopes and black-light equipment to detect contraband and forged or counterfeit documents.

### **Responsibility - Responsabilités**

Conducts investigative-style interviews to obtain the most honest response or to gain information from uncooperative individuals who may not be complying with the various legislation and regulations. Personal searches are conducted which is a personally invasive procedure with potentially aggressive clients.

Develops and maintains working relationships with law enforcement agencies, public and private stakeholder and client groups to effect the release of goods, entry of persons and to make compliance decisions on travelers and goods.

Information/explanation, in the form of advice, is provided to clients, stakeholders and affiliated organizations so that they are aware of the regulations and to enable them to voluntarily comply and/or provide advice to their clients or members. Contributes to planning, developing and delivery of training, information sessions and workshops.

Coordinates and leads special enforcement activities such as commercial vehicle, vessel, aircraft or train examinations to interdict contraband or intercept undocumented foreign nationals and irregular migrants. This involves developing operational plans, integrating the participation of members of other law enforcement agencies, sharing expertise with team members and evaluating the effectiveness of the activities when they are completed.

Based on observation, questioning and analysis of data, decides whether to release goods into Canada, to admit, allow to leave or refuse entry to individuals and to initiate the arrest or removal of individuals who fail to comply with Canadian laws or who pose a risk to Canada. During enforcement activities applies various levels of sanction including warnings, monetary penalties, seizure of goods, documents and/or conveyances, detention or arrest, imposing conditions on individuals for entry, removal and refusal. Decisions are based on the application of legislation and guidelines. Discretion is often used to render a decision that is balanced and fair and will withstand a legal challenge.

### **Working Conditions - Conditions de travail**

There is a potential for serious injury from assaults by suspect persons or persons being detained or arrested. There is no control over when these situations may be encountered and they may occur at locations remote from the main worksites. There is also the potential for exposure to hazardous goods while examining people, personal effects, shipments and conveyances originating in regions afflicted by contagious disease. Working conditions may include wearing cumbersome/protective clothing, being outside in adverse weather conditions, conducting confined space entry examinations (as defined by the Canada Labour Code) in deep sea vessels, exposure to pornography and hate literature during examinations, exposure to human waste when examining suspected drug swallows, conducting deep sea marine rummage examinations, and the requirement to work alone.

### **Additional Information - L'information additionnelle**

No attachments were found



Government of Canada  
Gouvernement du Canada

## WORK DESCRIPTION - DESCRIPTION DE TRAVAIL

<b>Position Number - Numéro du poste</b>  30064829		<b>Position Title - Titre du poste</b> Border Services Officer	
<b>Position Classification - Classification du poste</b> FB 03		<b>National Occupation Code - Code national des professions</b>	
<b>Department/Agency - Ministère/organisme</b> Canada Border Services Agency		<b>Effective Date - Date d'entrée en vigueur</b> 2007-02-21	
<b>Organizational Component - Composante organisationnelle</b> Operations Branch			
<b>Geographic Location - Lieu géographique</b> NATIONAL		<b>Job/Generic Number - Numéro d'emploi / de générique</b> FBC012	
<b>Supervisor Position Number - Numéro du poste du surveillant</b>  30377790		<b>Supervisor Position Title - Titre du poste du surveillant</b>  Superintendent	
<b>Supervisor Position Classification - Classification du poste du surveillant</b> FB05			
<b>Language Requirements - Exigences linguistiques</b> English Essential		<b>Linguistic Profile - Profil linguistique</b>	
<b>Communication Requirements - Exigences en matière de communication</b> Reading, Writing, Oral			
<b>Office Code - Code de bureau</b> 3981-210-00		<b>Security Requirements - Exigences en matière de sécurité</b> Secret	

## **Client Service Results - Résultats axés sur le service à la clientèle**

As Officers with law enforcement responsibilities provides border control for the protection of Canadian society and economy through the facilitation of legitimate cross-border traffic and the prevention of the entry of people and goods that pose a potential risk to Canada.

## **Key Activities - Activités principales**

Conducts inspection, examination and verification of travelers, goods and conveyances to reach release or entry decisions and decides appropriate action when non-compliance is suspected or encountered.

Provides a first response capability with powers to arrest and/or detain individuals suspected of having committed offences under various Acts of Parliament.

Works with and establishes, develops, and maintains collaborative relations, interactions and exchange with client, stakeholder organizations and law enforcement agencies to maintain border integrity and security.

Analyzes data and information to be included in databases for use in client service, risk management and the targeting of people and/or goods. Provides information, through sessions, technical workshops and outreach activities to travelers, importers and exporters to educate them concerning the legislation, regulations, and procedures of the CBSA and other government departments/agencies to encourage voluntary compliance and to respond to enquiries, concerns and service complaints.

### Employee's Statement - Déclaration de l'employé

I have been given the opportunity to read and comment on the content of this work description.

J'ai eu l'occasion de lire et commenter le contenu de cette description de travail.

Name of Employee - Nom de l'employé

Signature

Date

### Supervisor's Statement - Déclaration du surveillant

This work description accurately describes the work assigned to this position.

Cette description de travail décrit adéquatement le travail assigné à ce poste.

Name of Supervisor - Nom du surveillant

Kyle Rollins

Signature of Supervisor - Signature du surveillant

Date

### Authorization - Authorisation

Name of Manager - Nom du gestionnaire

Joe McMahon

Manager's Signature - Signature du gestionnaire

Date

## **Skill - Habiletés**

The work requires knowledge of the techniques and practices associated with inspecting and examining people, documents, goods and conveyances to control the international movement of people and goods for the facilitation of legitimate cross-border traffic and prevention of the entry of people and goods that pose a potential risk to Canada. This knowledge is needed to undertake activities such as: assessing risk of people, goods, companies and conveyances based on information obtained through interviews, examination and analysis of documentation, systems reviews or intelligence products; employing use of force and situation diffusion techniques; using specialized tools and equipment to locate and identify counterfeit and altered documents, contraband and regulated commodities and to handle firearms and weapons and make them safe. It may also require knowledge of the principles, methods and techniques associated with detector dog training and handling to detect contraband or regulated commodities.

The work requires knowledge of the legislation enforced by the CBSA such as the Animal Health Act, Customs Act, Immigration and Refugee Protection Act and Plant Protection Act. It also requires knowledge of the Acts and regulations enforced on behalf of other government departments (approximately 75 acts). This knowledge is required to carry out the examination of people, documents, goods and conveyances to ensure compliance with Canadian laws and regulations and to determine when contraventions have occurred or closer inspection is required. Knowledge of the Criminal Code and the Charter of Rights and Freedoms is required to properly apply powers of detention and arrest, the right to counsel and to ensure that individual rights are respected and properly applied.

The work requires knowledge of the organization, mandate, responsibilities, functions and administrative processes of the district work units and how they inter-relate and compliment each other in order to deliver CBSA's Admissibility and Enforcement programs. It requires knowledge of the same aspects of other local and regional units within CBSA such as Intelligence, Investigations and CBSA-Immigration Enforcement in order to be able to make referrals for action, to assist in their activities and to provide input into prosecutions, projects and local initiatives. Knowledge is also required of the mandate of other government departments and Canadian and foreign law enforcement agencies in order to assist in making compliance decisions and to participate in multi-agency special projects at the border, collect intelligence, share information and collaborate on casework for criminal prosecution.

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### **Responsibility - Responsabilités**

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### **Additional Information - L'information additionnelle**

No attachments were found



## WORK DESCRIPTION - DESCRIPTION DE TRAVAIL

<b>Position Number - Numéro du poste</b>  30104196	<b>Position Title - Titre du poste</b> Border Services Officer	
<b>Position Classification - Classification du poste</b> FB 03	<b>National Occupation Code - Code national des professions</b>	
<b>Department/Agency - Ministère/organisme</b> Canada Border Services Agency		<b>Effective Date - Date d'entrée en vigueur</b> 2007-02-21
<b>Organizational Component - Composante organisationnelle</b> Operations Branch		
<b>Geographic Location - Lieu géographique</b> NATIONAL	<b>Job/Generic Number - Numéro d'emploi / de générique</b> FBC012	
<b>Supervisor Position Number - Numéro du poste du surveillant</b>  30377790	<b>Supervisor Position Title - Titre du poste du surveillant</b>  Superintendent	
<b>Supervisor Position Classification - Classification du poste du surveillant</b> FB05		
<b>Language Requirements - Exigences linguistiques</b> English Essential		<b>Linguistic Profile - Profil linguistique</b>
<b>Communication Requirements - Exigences en matière de communication</b> Reading, Writing, Oral		
<b>Office Code - Code de bureau</b> 3981-210-00	<b>Security Requirements - Exigences en matière de sécurité</b> Secret	

## **Client Service Results - Résultats axés sur le service à la clientèle**

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### Employee's Statement - Déclaration de l'employé

I have been given the opportunity to read and comment on the content of this work description.  
J'ai eu l'occasion de lire et commenter le contenu de cette description de travail.

Name of Employee - Nom de l'employé

Signature

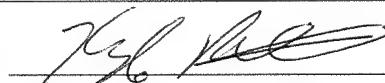
Date

### Supervisor's Statement - Déclaration du surveillant

This work description accurately describes the work assigned to this position.  
Cette description de travail décrit adéquatement le travail assigné à ce poste.

Name of Supervisor - Nom du surveillant

Kyle Rollins



Signature of Supervisor - Signature du surveillant

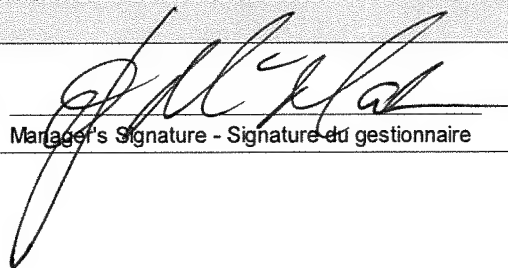
26-03-08

Date

### Authorization - Autorisation

Name of Manager - Nom du gestionnaire

Joe McMahon



Manager's Signature - Signature du gestionnaire

Date

## **Skill - Habiletés**

The work requires knowledge of the techniques and practices associated with inspecting and examining people, documents, goods and conveyances to control the international movement of people and goods for the facilitation of legitimate cross-border traffic and prevention of the entry of people and goods that pose a potential risk to Canada. This knowledge is needed to undertake activities such as: assessing risk of people, goods, companies and conveyances based on information obtained through interviews, examination and analysis of documentation, systems reviews or intelligence products; employing use of force and situation diffusion techniques; using specialized tools and equipment to locate and identify counterfeit and altered documents, contraband and regulated commodities and to handle firearms and weapons and make them safe. It may also require knowledge of the principles, methods and techniques associated with detector dog training and handling to detect contraband or regulated commodities.

The work requires knowledge of the legislation enforced by the CBSA such as the Animal Health Act, Customs Act, Immigration and Refugee Protection Act and Plant Protection Act. It also requires knowledge of the Acts and regulations enforced on behalf of other government departments (approximately 75 acts). This knowledge is required to carry out the examination of people, documents, goods and conveyances to ensure compliance with Canadian laws and regulations and to determine when contraventions have occurred or closer inspection is required. Knowledge of the Criminal Code and the Charter of Rights and Freedoms is required to properly apply powers of detention and arrest, the right to counsel and to ensure that individual rights are respected and properly applied.

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### **Effort - Efforts**

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### **Responsibility - Responsabilités**

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### **Additional Information - L'information additionnelle**

No attachments were found



## WORK DESCRIPTION - DESCRIPTION DE TRAVAIL

<b>Position Number - Numéro du poste</b>  30293370	<b>Position Title - Titre du poste</b> Border Services Officer	
<b>Position Classification - Classification du poste</b> FB 03	<b>National Occupation Code - Code national des professions</b>	
<b>Department/Agency - Ministère/organisme</b> Canada Border Services Agency		<b>Effective Date - Date d'entrée en vigueur</b> 2007-02-21
<b>Organizational Component - Composante organisationnelle</b> Operations Branch		
<b>Geographic Location - Lieu géographique</b> NATIONAL	<b>Job/Generic Number - Numéro d'emploi / de générique</b> FBC012	
<b>Supervisor Position Number - Numéro du poste du surveillant</b>  30377790	<b>Supervisor Position Title - Titre du poste du surveillant</b>  Superintendent	
<b>Supervisor Position Classification - Classification du poste du surveillant</b> FB05		
<b>Language Requirements - Exigences linguistiques</b> English Essential		<b>Linguistic Profile - Profil linguistique</b>
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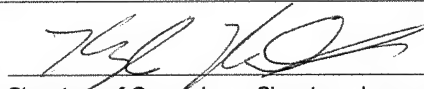
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### Supervisor's Statement - Déclaration du surveillant

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Name of Supervisor - Nom du surveillant

Kyle Rollins



Signature of Supervisor - Signature du surveillant

2021-03-08

Date

### Authorization - Autorisation

Name of Manager - Nom du gestionnaire

Joe McMahon



Manager's Signature - Signature du gestionnaire

Date

## **Skill - Habiletés**

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Information/explanation, in the form of advice, is provided to clients, stakeholders and affiliated organizations so that they are aware of the regulations and to enable them to voluntarily comply and/or provide advice to their clients or members. Contributes to planning, developing and delivery of training, information sessions and workshops.

Coordinates and leads special enforcement activities such as commercial vehicle, vessel, aircraft or train examinations to interdict contraband or intercept undocumented foreign nationals and irregular migrants. This involves developing operational plans, integrating the participation of members of other law enforcement agencies, sharing expertise with team members and evaluating the effectiveness of the activities when they are completed.

Based on observation, questioning and analysis of data, decides whether to release goods into Canada, to admit, allow to leave or refuse entry to individuals and to initiate the arrest or removal of individuals who fail to comply with Canadian laws or who pose a risk to Canada. During enforcement activities applies various levels of sanction including warnings, monetary penalties, seizure of goods, documents and/or conveyances, detention or arrest, imposing conditions on individuals for entry, removal and refusal. Decisions are based on the application of legislation and guidelines. Discretion is often used to render a decision that is balanced and fair and will withstand a legal challenge.

### **Working Conditions - Conditions de travail**

There is a potential for serious injury from assaults by suspect persons or persons being detained or arrested. There is no control over when these situations may be encountered and they may occur at locations remote from the main worksites. There is also the potential for exposure to hazardous goods while examining people, personal effects, shipments and conveyances originating in regions afflicted by contagious disease. Working conditions may include wearing cumbersome/protective clothing, being outside in adverse weather conditions, conducting confined space entry examinations (as defined by the Canada Labour Code) in deep sea vessels, exposure to pornography and hate literature during examinations, exposure to human waste when examining suspected drug swallows, conducting deep sea marine rummage examinations, and the requirement to work alone.

### **Additional Information - L'information additionnelle**

No attachments were found



## WORK DESCRIPTION - DESCRIPTION DE TRAVAIL

<b>Position Number - Numéro du poste</b>  30330765	<b>Position Title - Titre du poste</b> Border Services Officer	
<b>Position Classification - Classification du poste</b> FB 03	<b>National Occupation Code - Code national des professions</b>	
<b>Department/Agency - Ministère/organisme</b> Canada Border Services Agency		<b>Effective Date - Date d'entrée en vigueur</b> 2007-02-21
<b>Organizational Component - Composante organisationnelle</b> Operations Branch		
<b>Geographic Location - Lieu géographique</b> NATIONAL	<b>Job/Generic Number - Numéro d'emploi / de générique</b> FBC012	
<b>Supervisor Position Number - Numéro du poste du surveillant</b>  30377790	<b>Supervisor Position Title - Titre du poste du surveillant</b>  Superintendent	
<b>Supervisor Position Classification - Classification du poste du surveillant</b> FB05		
<b>Language Requirements - Exigences linguistiques</b> English Essential		<b>Linguistic Profile - Profil linguistique</b>
<b>Communication Requirements - Exigences en matière de communication</b> Reading, Writing, Oral		
<b>Office Code - Code de bureau</b> 3981-210-00	<b>Security Requirements - Exigences en matière de sécurité</b> Secret	

## **Client Service Results - Résultats axés sur le service à la clientèle**

As Officers with law enforcement responsibilities provides border control for the protection of Canadian society and economy through the facilitation of legitimate cross-border traffic and the prevention of the entry of people and goods that pose a potential risk to Canada.

## **Key Activities - Activités principales**

Conducts inspection, examination and verification of travelers, goods and conveyances to reach release or entry decisions and decides appropriate action when non-compliance is suspected or encountered.

Provides a first response capability with powers to arrest and/or detain individuals suspected of having committed offences under various Acts of Parliament.

Works with and establishes, develops, and maintains collaborative relations, interactions and exchange with client, stakeholder organizations and law enforcement agencies to maintain border integrity and security.

Analyzes data and information to be included in databases for use in client service, risk management and the targeting of people and/or goods. Provides information, through sessions, technical workshops and outreach activities to travelers, importers and exporters to educate them concerning the legislation, regulations, and procedures of the CBSA and other government departments/agencies to encourage voluntary compliance and to respond to enquiries, concerns and service complaints.

### Employee's Statement - Déclaration de l'employé

I have been given the opportunity to read and comment on the content of this work description.  
J'ai eu l'occasion de lire et commenter le contenu de cette description de travail.

Name of Employee - Nom de l'employé

Signature

Date

### Supervisor's Statement - Déclaration du surveillant

This work description accurately describes the work assigned to this position.  
Cette description de travail décrit adéquatement le travail assigné à ce poste.

Name of Supervisor - Nom du surveillant

Kyle Rollins

Signature of Supervisor - Signature du surveillant

Date

### Authorization - Autorisation

Name of Manager - Nom du gestionnaire

Joe McMahon

Manager's Signature - Signature du gestionnaire

Date



## **Skill - Habiletés**

The work requires knowledge of the techniques and practices associated with inspecting and examining people, documents, goods and conveyances to control the international movement of people and goods for the facilitation of legitimate cross-border traffic and prevention of the entry of people and goods that pose a potential risk to Canada. This knowledge is needed to undertake activities such as: assessing risk of people, goods, companies and conveyances based on information obtained through interviews, examination and analysis of documentation, systems reviews or intelligence products; employing use of force and situation diffusion techniques; using specialized tools and equipment to locate and identify counterfeit and altered documents, contraband and regulated commodities and to handle firearms and weapons and make them safe. It may also require knowledge of the principles, methods and techniques associated with detector dog training and handling to detect contraband or regulated commodities.

The work requires knowledge of the legislation enforced by the CBSA such as the Animal Health Act, Customs Act, Immigration and Refugee Protection Act and Plant Protection Act. It also requires knowledge of the Acts and regulations enforced on behalf of other government departments (approximately 75 acts). This knowledge is required to carry out the examination of people, documents, goods and conveyances to ensure compliance with Canadian laws and regulations and to determine when contraventions have occurred or closer inspection is required. Knowledge of the Criminal Code and the Charter of Rights and Freedoms is required to properly apply powers of detention and arrest, the right to counsel and to ensure that individual rights are respected and properly applied.

The work requires knowledge of the organization, mandate, responsibilities, functions and administrative processes of the district work units and how they inter-relate and compliment each other in order to deliver CBSA's Admissibility and Enforcement programs. It requires knowledge of the same aspects of other local and regional units within CBSA such as Intelligence, Investigations and CBSA-Immigration Enforcement in order to be able to make referrals for action, to assist in their activities and to provide input into prosecutions, projects and local initiatives. Knowledge is also required of the mandate of other government departments and Canadian and foreign law enforcement agencies in order to assist in making compliance decisions and to participate in multi-agency special projects at the border, collect intelligence, share information and collaborate on casework for criminal prosecution.

Knowledge of the role, programs and services of various non-government organizations and industry sector representatives is required to properly assist clients, provide or receive guidance, to coordinate activities, or participate in workgroups. Examples include advising special interest groups, addressing legal counsel and providing advice and guidance on various social and assistance programs.

Analyzes information obtained through observation, questioning, investigation, reviewing

databases, inspection of documents, interpretation of technical device images/data or the application of indicators or profiles to determine under the constraints of time whether people have committed an offence under various Acts of Parliament and whether people or goods should be released or referred for examination and to determine the degree of examination. Gathers information from various sources and determines the relevance/importance of the information to be included in databases and client files. This information is used for client services, targeting and enforcement purposes and to provide information to counsel clients and other local and regional units within CBSA. May also be required to interpret the behavioral reaction of a detector dog in order to determine a course of action during examinations. Active listening and observation skills are required to train new staff and colleagues and to question, advise and interrogate individuals. Frequently the decision to take further action with these individuals is based solely on the implicit message conveyed. The work requires public speaking and presentation skills to represent CBSA at outreach activities and to testify in legal proceedings. Writing skills are required to complete briefing notes, technical reports, client files, statements and seizure reports for use before internal adjudications bodies and in judicial proceedings.

### **Effort - Efforts**

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No attachments were found



Government of Canada  
Gouvernement du Canada

## WORK DESCRIPTION - DESCRIPTION DE TRAVAIL

<b>Position Number - Numéro du poste</b>  30356326	<b>Position Title - Titre du poste</b> Border Services Officer	
<b>Position Classification - Classification du poste</b> FB 03	<b>National Occupation Code - Code national des professions</b>	
<b>Department/Agency - Ministère/organisme</b> Canada Border Services Agency		<b>Effective Date - Date d'entrée en vigueur</b> 2007-02-21
<b>Organizational Component - Composante organisationnelle</b> Operations Branch		
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Kyle Rollins

Signature of Supervisor - Signature du surveillant

Date

2021-03-08

### Authorization - Autorisation

Name of Manager - Nom du gestionnaire

Joe McMahon

Manager's Signature - Signature du gestionnaire

Date

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Border Services Officer

Page 5 of 6

Date Created: 2007-01-30

Last Modified: 2007-01-30



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### **Additional Information - L'information additionnelle**

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